

January 12, 2016

Dear Kim,

I would like to thank you and your employees for the wonderful support your company provided during the training sessions which we held last fall. As you recall we were given the task of holding two, three week training sessions for Spanish speaking Electronics Technicians from Mexico. They were newly hired to support a Beverage Container manufacturing facility we are building in Monterrey.

The training was originally slated to be held at another location and was changed to our plant on short notice. This put us in a challenging situation as we needed to quickly develop a curriculum and figure out how to teach this curriculum to students who have very limited English skills. As limited as their English skills were it has to be said that our Spanish skills were worse. We were in a bind.

After speaking to you about taking on the challenge of interpreting for classroom instruction as well as on the floor activities, I was optimistic our task had a plan for success. We worked out a very aggressive and intense training schedule that most interpreters would have found dizzying to keep up with. However, your folks rose to the challenge, took ownership and developed a sincere working relationship with both the trainers and the students. The interpreters were so engaged and learned so much themselves that I suspect I could hire them to work in my facility under my direction as a tech.

Kim, you will never know how much I appreciate how quickly you coordinated your employees' schedules to make it possible to support our training program on such very short notice. The success of the training project with your amazing support is evidence of the level of quality you expect out of yourself and your employees. It is also evidence of the level of satisfaction you obtain out of your customers on a regular basis.

Yours Truly,

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