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*Platformë Televizive
Dixhitale Tokësore
dhe Satelitore*

*Digital Television
Platform Terrestrial
and Satellite*

To whom it may concern:

We have been working with EPPC Ltd, for the past 5 years and we are confident that we can make a reliable assessment of EPPC and especially for its trainers, Mr. Erald Pashaj, Ms. Dalina Gjicali and Ms. Jonela Rama.

We are cooperating with EPPC since 2010 in various trainings such as: Selling in a Physical Channel, Customer First, Mystery Shopping and Mystery Calling programs. Last year we trained all our sales force and help desk unit about two tailor-made programs about Sales Skills and Handling Complains.

EPPC was involved in all training aspects such as training concept, preliminary meetings, material development, organization details, excellent delivery and individual tests.

Training sessions were lively and energetic; staff was not only involved, but inspired to produce ideas to increase our revenue by cross and up selling and to improve our customer service.

We are very satisfied by EPPC expertise and we will contract them again.

Sincerely,
Alban JAHO


General Manager of DIGITALB



ne ecim me hapin e kohës.

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