



**CAPE WINELANDS DISTRICT**  
MUNICIPALITY • MUNISIPALITEIT • UMASIPALA

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ONS VERW/OUR REF/IREF YETHU: **4/12/R**

Alle korrespondensie moet aan die Munisipale Bestuurder gerig word  
All correspondence to be addressed to the Municipal Manager / Yonke imbalelwano mayithunyelwe kuMlawuli kaMasipala

26 February 2013

**To Whom It May Concern**

The Cape Winelands District Municipality (CWDM) has the pleasure to recommend the services of The Voice Clinic. The Voice Clinic provided a High Quality Service to the CWDM during a six month period (July 2012 – December 2012). The focus of the training was on improving the Business English Communication abilities of CWDM officials.

The methodology implemented, consisted of a dual approach, targeting the improvement of both the Oral and Written competencies of officials. Throughout the training programme the Voice Clinic offered a quality, detailed and professional service, always focussing on the specified outcomes that were identified. Another outstanding feature of their service was their ability to adopt and customise their training material and schedules in order to accommodate the needs of both individuals and the organisation as a whole.

The Voice Clinic does not only provide expert advice in achieving specific organisational outcomes, but also offer experienced Subject-Matter-Experts as facilitators. Their current training programmes is highly flexible (to accommodate any specific needs) and allow for an easy and comfortable learning experience.

The CWDM are looking forward to combining forces with the Voice Clinic in the near future and strongly RECOMMEND the Voice Clinic to any organisation seeking the service of a High Quality Professional training provider.

Yours in Education and Training,

**R. Hollenbach**  
Manager : Training and Performance Management

