

Background to Clients Testimonials:

The Hope and Restoration programme of ongoing customer service orientated quality assurance ensures that a key closing feature of each training session/seminar or workshop delivered is the 'real time' evaluation of services offered, invariably by encouraging a 'hand script response from all course client participants.

Course Completion Evaluation Forums

At the end of all courses - all clients are invited to attend an informal end of course 'celebration of completion and progress'. Irrespective of the informal nature of these forums, Hope and Restoration have found that they are an invaluable source of direct post-project delivery feedback from clients.

Many customer focussed changes and developments to the way Hope and Restoration project delivers pre-entry to work skills for unemployed people have been built on results and response from learners at these project quality evaluation events.

A selection of client testimonials

Kiransays *"I've kept in touch with a few of the guys I met during the H&R sessions and have passed your details onto a couple of ladies I met via Gingerbread. I just wanted to thank you for all of the support and guidance you all offered during the sessions I had with you. For me it was invaluable and kept me on the straight and narrow during a rough period. I am happy to say I now work with Barclays as an analyst. If there is anything I can do to support or assist H&R activities, please let me know and I'll do my best. I wish all of you all the very best - keep doing the amazing things and keep in touch".*

Warmest regards

Mrs Jacobson wrote *'....Glad I came to Seminar. It really opened my eyes and mind to many types of information and methods on about how to start my own business and where to get future help from to ensure my business plan is a winner for start-up funding from that local bank on the High Road, our plan will be put in to the manager for decision at the end of next month.'*

Mr Ewartson *'They all (Hope and Restoration Seminar Leaders) were very welcoming and at the end of the Seminar (on how to complete an effective CV) I was told that I could get help to look at it once more if this first finished one gets no response Thanks Again Margaret'.*

Mr Eduseye said *'Am grateful - as someone over 50 - to have the opportunity to join this work shop on how to apply for jobs using the computer on-lineits motivating and I have received lots of information and useful ways to improve my methods to seek and search for work in what is a new way to me –online thanks.'*

Ms Catinala *'I feel I have acquired a whole lot of information. Margaret, your positive passion is infectious. You really do give your energy and experience freely and tirelessly*

to all of us. The business workshop and the 121 mentoring - amazing! I feel well motivated and believe now that I can complete a lot more activity in one day than before I attended. Thank you all for giving that much!

Ms Gayle Sent in email after the Evaluation & Progress Celebration event which said *'Margaret you are a very good mentor. My approach to seeking work is renewed. You have given me a different outlook to life in a very positive way - Thank You Sincerely Gayle.'*

Ms Fordey *'I am very impressed on the first day. I will feel well blessed leaving here, physically and spiritually. I came expecting a talk purely from a worldly and materialist perspective. Howsoever, I also received an unexpected positive spiritual surprise which I know will move me to eventual progress, I'm now looking forward to following the seminars on business development and change my life around Thank You All-especially Margaret'*

Mr Granley *'Today's session was informative. It's been an eye opener with regards to the way we will be mentoring each other after a while – I think it will help me to have some people to stay in touch with who will be on a similar business start-up journey as me - To you Business Tutor Guys Thanks - I found the business sectors information seminar very good.'*

I have plenty of homework to do now -same as my children! - I really think its time to get my business started – I'll be looking into online forums for my niche market product service venture. Thank you again, it really was very informative.

Mrs Hoylet *'This is a well needed programme that fills a gap for those who have ambitions but do not have support, confidence or resources to move ahead, I am really pleased I attended.'*

Ms Frantoni *'I would like Margaret to speak to me again in the future. It was good that a powerful presence was in the mist of us today everybody here is supportive and friendly. Margaret, Tony and others really helped me. I really enjoyed myself and I feel good about things that usually depress me – I know It's going to be tough - I have always liked the Billy Ocean Song When The Going Gets Tough –Tuff Get Going!'*