

**MARCH 2017**

STUD. T MOTJALE:

Employee: Polite Sibuyi

I'm highly impressed of their service, they must keep up the excellent job they are doing, serving me and my fellow men and women in blue, thank you!

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MRS. L MONTSHIWA:

Employee: Lebogang Maboya

Immediately after speaking to Lebogang I shared with the colleague who was in my office saying, "this lady really has passion of what she is doing" because of her vigor and interest in assisting me further. Thank you

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W/O. B JULLIES:

Employee: Akani Maluleke

Akani really did a splendid job. Was very friendly and helpful. I really had a very good experience and I could "see" the smile on her face whilst assisting. Thumbs up for good customer service!

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COL. L LANGENHOVEN:

Employee: Smangele Ntsibande

The lady listened carefully to what I had to say. Although the problem was rather complex and consisted of various sub aspects within one bigger problem, she managed to get back to me and give me a final recommendation that will hopefully bring the enquiry to a close. I have also previously spoken to one of your other consultants and he was just as helpful, and with his help the difficulty was laid to rest. The gentleman that phones me regularly about my chronic condition is also always very kind.

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CNST. P MTYIDA:

Employee: Ludriet Tshelwane

Dear POLMED, I take this opportunity to acknowledge your staff members as they are all well trained with a good attitude. I appreciate your team.

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STUD. PF SANYANE:

Employee: Phumla Xaso

Thanks for your assistance, I understood all the explanations that you provided and with such kind of good clientele service I was impressed far more than my own expectations. Your marvelous continued customer service is one that is quite rare to find and I'm pleased to have been assisted by you Phumla. Regards, a very satisfied customer.

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STUD. JTM MASANGANE:

Employee: Polite Sibuyi

Dear Nokubonga, I'm very pleased with the service you provided me with and I hope you keep up the good work with all your clients. My query was resolved within hours of speaking to you and all promises were kept. I'm highly thankful for all you did for me. Love Johannes Masangane

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LCOL. F DE WET:

Employee: Nthabiseng Nkoadi

Thank you for your prompt and professional assistance, you resolved my problem and I felt important. I felt that you served me by not doing me a favour, but as if I was the reason for your existence.

Quote: Mr. Gandhi

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MISS. N TRUEBODY:

Employee: Molebogeng Bokaba

Molebogeng was extremely helpful and gave me excellent advice. She also showed interest in me by enquiring whether I know about the maternity plan and whether I was already on it. Speaking to you was a pleasure and made me feel like I can contact the helpline no matter how trivial I thought my query was. A very big thank you.

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LCOL. D TOUA:

Employee: Patience Maekisa

Thanks for your assistance. The Cape Town walk-in office assisted and finalised everything in 10 min on Friday, 24 March 2017.

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MR.PR DE JAGER:

Employee: Lerone Solomon

Thank you Lerone for very professional assistance! I could hear in your voice that you know what you are talking about when I asked questions! Your assistance was awesome, I knew straight away what to do, the correct way, after talking to you! Thank you once again!

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STUD. M MPEKO:

Employee: Kulani Gath Mahlauli

Mr. Mahlauli is a good asset to the company, I liked his patience and explanations, after dropping the phone you don't have that thing of asking yourself questions, answers will be given to you no need. And it shows he likes his job, because during my inquiry he said please fax the documents back now, as in now if possible. I am impressed. All the best for him, and continue working with his good character. He reminded me of motivation, the word itself of which comes from motive, which in turn derives.