

28th February 2011

Client Testimonial: Secon Freight Logistics

“Phalanx was involved in the setting up of funding for the Skills for Growth program through the government. To access the program you have to go through a nominated organisation that has been authorised by the government to process the paperwork. It’s a very tedious process but Phalanx were extremely helpful and efficient in their assistance, and had to deal with approximately 6 different training organisations to ensure we got the best outcome in relation to cost. “

“Initially, I started the process through another organisation and swapped over after a meeting with Mac Healy. Elaine Mansfield has been handling our account ever since and I couldn’t recommend her more highly. She was professional, knowledgeable and very helpful through the entire process of government requirements of which there are many. There was another outstanding service that the previous organisation did not offer, and that was a survey that Phalanx completed for us of our top 10 companies in relation to mainly Customer Service. Although this survey was to identify where our training needs could be required, we also found it very useful as an insight into how our clients view our company overall. As the survey was run independently, our clients were more likely to be honest in their answers than if Secon was asking the same questions directly. This was a service that was not required by the government, yet Phalanx felt it would assist us in pinpointing the necessary training to ensure a positive outcome for our employees and customers.“

I would not hesitate in recommending Phalanx as the nominated organisation to access the Skills for Growth program.

Regards,

Terry Considine

Secon Freight Logistics

