



Affinity Sutton

helping
people put down
roots

To whom it may concern

16th November 2006

PIERA LANZAROTTI

My reference is based on the period between 1995 and 1997 when Ms Lanzarotti, together with her colleagues in Precision Programming Ltd, was supplying telephone and desk-side support for staff in the Post Office Group Centre. At that time I was Head of Strategy Development for the Post Office. I should stress that I did not directly manage Ms Lanzarotti, but had frequent and regular contact with her as a customer of helpdesk services.

Ms Lanzarotti has a relaxed but professional approach to her work, with excellent customer skills. Her listening skills are good, and she is adept at understanding issues quickly and summarising them concisely. Her written communication skills are strong – she produced a customer newsletter which was well written, interesting and relevant, and which was popular with my colleagues. She also has good oral communication skills, and provided both basic training and more advanced development in standard software programmes.

I would also highlight Ms Lanzarotti's good management of priorities; inevitably there were times when the helpdesk had more calls than it could handle, but these were sensibly prioritised on the basis of urgency and organisational sensitivity. As a member of a small team she contributed to an effort that always appeared seamless and well integrated. Together they showed a high level of commitment to providing an excellent service that met their customers' needs and exceeded their expectations.

Ms Lanzarotti's time with the Post Office ended when a fresh approach to helpdesk support removed the need for external contractors. It was a decision that most believed led to a diminution in service standards. I would have no hesitation in recommending Ms Lanzarotti to a prospective employer.

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