

EXAMPLE DELEGATE FEEDBACK

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| Kevin<br>Leeds      | Brilliant knowledge and manner  |
| Steph<br>Swansea    | The trainer was clearly well versed in the subject matter, very professional and approachable. As such, I felt very comfortable throughout the course. Thank you  |
| Mark<br>Swansea     | The instructor was excellent.   |
| Mark<br>Yate        | Stuart was very enthusiastic and engaging providing good examples for students to relate to   |
| Janine<br>Newport   | Was still applicable to me, despite my concern about my non-IT background   |
| Verity<br>Wiltshire | Instructor was extremely good at creating situations to put the processes into reality  |
| Erin<br>Wiltshire   | Discussions were good, both with lecturer and class. Sharing experiences and understanding that as it stands, were all in the same boat. On the same page – and it is possible to make changes for the better |
| Simon<br>Bristol    | Very knowledgeable trainer with excellent examples  |
| Natalie<br>Bristol  | The trainer was very clear and engaging. Provided exam tips as well as clear explanations of the material. Much better than previous instructor!  |
| Kevin<br>Bristol    | Good engagement on course   |
| Gavin<br>Bristol    | Course as a whole was informative and enjoyable   |
| Colin<br>Bristol    | Got to know what the people do who sit near me in the office  |
| Vicki<br>Bristol    | Course enhanced by the trainers stories and experience  |
| Fraser<br>Bristol   | Particularly enjoyed meeting the trainer – clearly an expert in the field and a very pleasant individual, who made people feel they could achieve the exam pass mark  |
| Timothy<br>Bristol  | The real life experiences and expertise of the trainer made the course for me   |
| Philip<br>Bristol   | IT was really worthwhile learning the current ITIL processes. I can certainly use them in my future work within continual service improvement   |
| Peter<br>Bristol    | Great examples used by the instructor   |
| Andrew<br>Bristol   | Enjoyed the whole course  |
| Wendy<br>Bristol    | Enjoyed doing and reviewing the mock papers, also the exercises to break up the day and help us remember  |
| Stephen<br>Bristol  | Excellent course  |
| Adrian<br>Bristol   | Particularly enjoyed the instructors enthusiasm   |

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| David<br>Dublin        | Excellent course. Stuart is a very good communicator and instructor. He has very good knowledge of the subject                                      |
| Declan<br>Dublin       | Found the course very useful and will be interested to see how the company implement the framework  |
| Sean<br>Dublin         | Great course enjoyed it, hope to do more  |
| Anthony<br>Dublin      | Excellent course  |
| Carlos<br>Dublin       | Best teacher I've ever had  |
| Patrick<br>Dublin      | Practical and relevant  |
| Stephen<br>Dublin      | Good use of real life information and examples  |
| Bernardine<br>Dublin   | Enjoyable course. Time did not drag and all topics were covered sufficiently  |
| Fiona<br>Dublin        | The course was very interesting and instructor very helpful and informative   |
| Sarah<br>Dublin        | Very clear and concise, well paced.<br>Revision notes were particularly good - Hopefully got the exam!  |
| Anthony<br>Dublin      | Thanks to Stuart for a very clear and understandable introduction into the world of the ITIL framework  |
| Kimberley<br>Dublin    | Good examples were used to give it an every day context   |
| Paul<br>Dublin         | Stuart was great at referencing our own structure in relation to the various parts of the course. This helped to understand real world applications |
| Nigel<br>Dublin        | Extremely worthwhile course   |
| Pablo<br>Dublin        | Everything perfect. 100% recommended  |
| Adam<br>Dublin         | Very well run course, to the point and very well executed   |
| Fintan<br>Dublin       | A difficult subject delivered in an interesting and engaging manner.<br>Excellent instructor  |
| Russ<br>East Anglia    | Well paced and informative. Look forward to the organisation adopting and implementing ITIL fully   |
| Stephen<br>East Anglia | Great course, very useful   |
| Joanne<br>East Anglia  | Stuart has excellent contextualisation skills which really added value to the course. I would definitely attend one of his courses again            |
| Chris<br>East Anglia   | Excellent   |
| Charles<br>East Anglia | Thanks for a knowledgeable 3 days   |
| Christian<br>London    | Excellent   |

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| Steven Reading       | Well presented with relaxed attitude with real life experience  |
| Robert Reading       | Excellent course. Full of information given with enthusiasm by an excellent instructor  |
| Mark Reading         | Would and have recommended to others  |
| David Paddington     | Overall good experience, kept our attention throughout. Applied knowledge and past experience to course content   |
| James Paddington     | I thought Stuart was excellent in delivering the course, provided excellent real life examples, provided what was required and was very approachable  |
| Nikita London        | Great course, especially for the middle management. Should be one of the mandatory courses for the company  |
| Julian London        | I found the course very informative   |
| Vincent Dublin       | Excellent speaker / industry examples<br>Helpful and intelligent / clear and direct lectures  |
| Sheila Dublin        | Very good course. Enjoyable and informative   |
| Brian Dublin         | Stuart was very attentive and patient throughout the course. His passion for the subject is infectious  |
| Jennifer Dublin      | Very good instructor, kept the class interested   |
| Billy Dublin         | Very enjoyable & informative. Excellent refresher to how we should be doing things. This will help with adopting the ITIL approach. Great introduction to ISO 20000 also.                                       |
| Catherine Dublin     | Would like to do further ITIL courses   |
| Aljo Dublin          | Thanks to Stuart Wright for giving good insight related to the business and service activities and the potential impact   |
| Ben Dublin           | Excellent communicator, passionate & uses real world examples   |
| John Dublin          | Excellent overall   |
| Net Developer Dublin | I will be able to use some of the knowledge from the course in my work and this is what makes it worthwhile   |
| David Dublin         | An informative instructor who has dealt with most service management scenarios and can deliver the course content within context  |
| Padraig Dublin       | Excellent course, very well structured, found it to be both informative and enjoyable   |
| David Dublin         | Stuart's communication skills are excellent. Doesn't just read the slides/notes, uses antidotes to re-enforce principals. Very friendly, relaxed with sufficient breaks to break up material. Overall excellent |
| Conor Dublin         | Informative with plenty of useful things that can be immediately applied to my day job  |
| William Dublin       | Well worth it   |
| Mach'u London        | Many thanks Stuart - great job!   |

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| Matthew<br>Dublin  | Very worthwhile  |
| Aaron<br>Dublin    | Very well prepared and implemented course. Great instructor and content was always given context   |
| Paul<br>Dublin     | Great overview of service, very useful for those involved mainly in new or modified services   |
| Glen<br>Dublin     | Excellent course. A left handed folder would have been useful  |
| Marvin<br>Dublin   | I think the course and the delivery of the course have been exceptional. Very interactive, which kept it interesting   |
| Gerald<br>Dublin   | Found the course very informative. It was broken up nicely with assignments and examples. Wasn't there just to be talked too.  |
| Eion<br>Dublin     | Enjoyed the course and got a lot out of it. Very well presented and course material spot on  |
| Oisín<br>Dublin    | Excellent course, well delivered. Easy to listen to and wasn't boring at any stage   |
| Swathí<br>Dublin   | A useful 3 days, during the course. Able to get a clearer idea of the processes followed by IT   |
| Conor<br>Dublin    | Brilliant Stuart, thanks for a great few days. Knowledge was up there, real life scenarios to make certain topics simpler to understand related back to group on our own roles in the company. Adapted to companies naming conventions to provide easier understanding of material |
| Robert<br>Dublin   | I really enjoyed the course and look forward to implementing the knowledge I have attained   |
| Oin<br>Dublin      | Excellent tutor. Many thanks for your time   |
| Eric<br>Dublin     | Brilliant course, hands on assignments really helpful and great exam preparation   |
| Patrick<br>Dublin  | Instructor was excellent, kept the mood fun while still highlighting relevant information  |
| Edyta<br>Dublin    | Very good presentation and excellent knowledge. Great stories and examples and experiences   |
| Fiona<br>Dublin    | Very good. Great examples, (real world) able to explain in simple English  |
| Diarmuid<br>Dublin | Excellent course, excellently run by Stuart  |
| Victoria<br>Dublin | Excellent course, instructor made the course enjoyable and gave practical scenarios for all theory. Not just theory slide led, this kept the students interested from start to finish. Amazing knowledge and a lot to be learned from instructor's experience                      |
| Conor<br>Dublin    | Very enjoyable & great pace  |
| Nicola<br>Dublin   | Full interaction with all participants. Easy flow for content  |
| Conor<br>Dublin    | Very informative and relevant to our business  |
| Nogzi<br>London    | Was a bit nervous at the start of the course, but gained confidence as we progressed, and my understanding broadened   |

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| Torsten<br>Dublin    | As all other ITIL courses, good course   |
| Pat<br>Dublin        | Overall, very good. Very happy   |
| Frank<br>Dublin      | Great discussions, great course. Very engaging, experienced and knowledgeable lecturer   |
| Roy<br>Dublin        | Good pace & relevant discussions   |
| Brian<br>Dublin      | Good course. Great instructor  |
| Ray<br>Dublin        | Really enjoyed it  |
| Mark<br>Dublin       | Very well delivered with good explanation and real-world examples which helped solidify the definitions  |
| Thomas<br>Wiltshire  | The instructor was excellent – very knowledgeable and engagement   |
| Damien<br>Dublin     | Excellent course & instructor  |
| Ashish<br>Dublin     | Stuart was excellent   |
| Manivannan<br>Dublin | Good instructor with excellent knowledge. Highly recommended   |
| Nathanial<br>Dublin  | Good course & solid foundation for working in IT   |
| Darragh<br>Dublin    | Very enjoyable Stuart. Thanks, Darragh   |
| Brendan<br>Dublin    | Stuart is the perfect ITIL Foundation instructor. Calm, clear, effective delivery of the course. If doing next ITIL course I will ask for Stuart to be the instructor, for sure. Thank you, Stuart. You made the ITIL course so interesting for me |
| Jeremy<br>Dublin     | Stuart was a great instructor. Very knowledgeable and helpful. Course notes were great. Thanks Stuart  |
| Martin<br>London     | Brilliant delivery from tutor  |
| Amanda<br>London     | Stuart was superb! Knowledgeable about the ISO20K standard in real life and clear in his tutor style and content 😊   |