

MBCR

Massachusetts Bay
Commuter Railroad Company

October 19, 2011

Dear Ms. Terese Jones,

I have been impressed with TCS's enthusiasm, communication skills and professional demeanor over the past six years.

The instructors are reliable, dedicated and eternally upbeat. It is because of their excellence in these areas that I repeatedly asked for their services. They consistently met or surpassed our expectations and developed the initial training, including the training manual to meet FRA regulations.

Of particular value to me was their team player mind-set, enthusiastic embrace of change, ability to work with unwavering commitment to exceeding our expectations. I regularly received unsolicited praise from students and managers commending their outstanding level of service, professionalism and follow-through.

TCS provides hardworking, top-performing instructors who use both classroom and hands-on training as well as the use of desktop simulators. They have my highest recommendation and I would be happy to furnish more details if you would like additional information.

Kind Regards,



Carol L. Thomas
Manager of Training