

**I understand this letter will be used as a testimonial  
In regard to the service we have received from the  
My Gateway Training Organisation.**

My name is Robert Poynting and I am a Subway Development Agent based in Sydney. We control the operations of 140 individually Franchised Subway Stores, across north and west of Sydney and Central West of NSW. Our relationship with My Gateway goes back 5 years and in that time we have worked closely together to firstly encourage our Franchisees' to utilise the range of My Gateway services and in particular have their staff sign up for traineeships. Secondly to deliver key front line training to our Subway network.

Given the nature of our relationship we are well positioned to advise the standard and commitment of this first rate training organisation. I have personally found all members of the My Gateway team exceptionally responsive to the needs and expectations of the diverse range of Subway Franchisees. Furthermore I have observed that meetings have been arranged at a time to suit Franchisees and their employees, **not just a 9 to 5 service.**

One of the most important features of our relationship with My Gateway is their ability to listen and provide training solutions that "fit". In this regard My Gateway has modified and transformed training products to meet the exact need of the Subway model. Whilst measuring the effectiveness of training is never easy the positive feedback we have received and the number of Franchisees nominating to attend future programs does indicate they are "hitting the spot".

Robert Poynting



Development Agent