

20 April 2021

**TO: Whom It May Concern**  
**RE: Trade Reference – MasterGrade IT**

MasterGrade IT has been providing CareWorks with end user computing – MS Office Applications Solutions training since 2008. I have found the team at MasterGrade IT to be unfailingly professional and efficient.

MasterGrade IT has on several occasions gone above and beyond expectations with regards to customer service and accommodating various ad-hoc requests. The MasterGrade IT team has assisted us swiftly with high quality training and service delivery.

I am confident that any team members trained by MasterGrade IT will learn the necessary skills and be able to put them into action in the workplace. Over the years MasterGrade IT has made the effort to understand our business and the environment in which we operate and has always tailored training to our specific needs.

We look forward to continuing our relationship with MasterGrade IT well into the future.

Yours sincerely,



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