

Client Story:

An email from one of our clients:

Monday 19th December

Hi Simone

I am not sure what your staff movements are this week but I have had a project manager ask me for a draft O&M manual this week that was supposed to be submitted last week but he forgot to tell me aaarrghhh..

It is for a DIT project at a school - do you think your team would be able to get this done ??

Understand if it's a no - I said I couldn't promise him anything.

Manual issued the next day!

Happy client.