



CHECCHI

## Letter of Recommendation

December 4, 2015

To whom it may concern:

I am writing this letter to express my appreciation for Svetlana Macrinici and her efforts for successfully training all Moldovan courts on customer service standards and effective communication.

USAID Rule of Law Institutional Strengthening Program (USAID ROLISP) started its cooperation with Ms. Macrinici in August 2015, when she was selected and contracted to develop a new training course and materials on customer service standards in the judiciary and to deliver a total of 51 trainings in every Moldovan court, including the courts of appeal and the Supreme Court of Justice.

Ms. Macrinici did an excellent job in completing and achieving every task and objective set in our contract with her. The quality of the training substance was highly appreciated by all courts, as evidenced by the evaluation forms and commentaries provided by the participants. In delivering the trainings, Ms. Macrinici effectively combined theoretical concepts and practical case studies and examples. She used interactive teaching approaches, engaged participants to share experiences, and motivated many to embrace a new attitude in serving and communicating with citizens visiting the courts.

The work discipline and ethics of Ms. Macrinici deserves a special note. The trainings were delivered at the courts' premises, which meant travelling to over 40 towns in all regions of Moldova. Ms. Macrinici was always on time, always had a positive attitude, and required very limited assistance and supervision.

As a way of conclusion, our experience and partnership with Ms. Svetlana Macrinici was very positive and resulted in improved customer service in many courts. We highly recommend Ms. Macrinici and we hope to collaborate with her in the future.

Sincerely,

Frederick G. Yeager  
Chief of Party

USAID Rule of Law Institutional Strengthening Program (ROLISP)

