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To whom it may concern

The National Department of Tourism appointed Grant Thornton in March 2010 to conduct a study on proposed accommodation rates in formal hospitality establishments during the FIFA 2010 Soccer World Cup and to compare these to regular accommodation rates. Grant Thornton contracted ProServ South Africa to design and distribute the survey, which was distributed to 15,800 establishments with a response rate of 15%. ProServ's Amplex™ technology was utilised to gather and create reports in a time efficient manner.

ProServ South Africa was committed to the successful completion of the project and consistently met the targets and objectives of the project plans submitted, managed the contract efficiently and in the process provided a high service level to all stakeholders.

If you would like any additional information, please do not hesitate to contact me.

Yours Sincerely,



Lee-Anne Bac
Director

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