

## Personal Feedback

### Feedback on Your System Support and Service Management Fundamentals Learnership Performance

Dear Maanda

We wanted to take a moment to provide feedback on your performance during your recent sponsored IT learnership. Overall, your dedication and enthusiasm for learning were apparent, and we appreciate your efforts in contributing to our team.

#### **Positive Aspects:**

- Your commitment to the learning program and completing it successfully.
- You were very helpful to the team always ready to assist your peers to solve complex challenges.
- You had impressive problem-solving skills and techniques.
- You exhibited characteristics of a computer geek.
- You were always focused on finding solutions in record time.
- You have an analytical approach to every challenge and bring innovative ideas to the table.
- You were efficient in managing time and being punctual.

#### **Attention to Detail:**

- Your work output was evidence of an organised and methodical individual.

#### **Communication:**

- You cooperated well and always contributed positively for the benefit of the team.

#### **Areas of Strength:**

- You are very knowledgeable in technology able to easily transition from one subject to the other.
- Your ability to focus on any given task and meet all set deadlines was observed throughout the program.
- You have so much confidence and believing in your abilities, which saw you doing very well in all networking, ITIL, Excel, assessment tests and exams.

#### **Areas for Improvement:**

##### **1. Technical Skills:**

- Keep cultivating a mindset of continuous learning and seek more challenging technical opportunities.

#### **Sponsor Decision:**

- Based on the performance observed during the learnership, the sponsor has selected you for a further internship with them. we encourage you to view it as a stepping stone for future development.

**Conclusion:** We believe in your potential and encourage you to view this feedback as a roadmap for improvement. Your dedication to learning is commendable, and we look forward to witnessing your progress.

If you have any questions or would like further clarification on any points, please feel free to reach out.

Yours faithfully

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