



**SKY** airlines  
**EUROPE**

Bratislava, 6. april 2005

**Reference**

Dear sir or madam,

herewith I want to confirm, that Ms. Ula Zaranska was working from the side of Call Centre Poland on our cooperation (SkyEurope Airlines and CCP).

She was always very helpfull and she react very quickly and exactly to our requests and needs.

f.e. we could set up the cooperation in December 2004 within few hours and CCP agents started immediately taking calls.

The supervising was on a very professional level.

Best regards

Pavol Pirohar  
Reservation manager  
SkyEurope Airlines a.s.

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