

To whom it may concern: Professional reference Andrea Mihajlovic

I have collaborated with Andrea since June 2019 in her professional capacity as a trainer in English working with my company the Language Partnership on a freelance basis. Andrea has developed and delivered General English and Business English courses to corporate and private clients. She has worked across a wide range of levels from A1 (Beginner) to C1 Advanced. Andrea has also lead a number of quality improvement projects for TLP including developing new TLP certificate templates and managing our certification process.

I rate Andrea as highly professional and client focused. She is very conscientious and always prepares for lessons in a meticulous manner. The feedback from students has reflected this. Andrea is a reflective practitioner who constantly thinks about how to improve the experience she is giving students. Andrea has an excellent technical knowledge in English and is able to bring to life complex grammar structures in a clear, accessible way.

Andrea strongest strengths are her professionalism, commitment - she will always go the extra mile for clients - and her humanity - this is a big word but Andrea is excellent at connecting to people and understanding their needs, difficulties, backgrounds. She has a very warm and natural style that helps make student's feel at ease. Andrea is adaptable, for example, Andrea needed to learn some specific business vocabulary in one of her courses which she quickly achieved. She is always flexible in trying to find solutions when training schedules have changed. More widely we find Andrea an excellent professional who is great to work with. Because of Andreas professionalism I entrusted key aspects of our client activities to Andrea, most importantly are certification process. Andrea redeveloped our certificates and coordinated with our clients in ensuring all students received a high quality certificate on time.

In short I would recommend Andrea with the highest confidence. If you have any further questions I would be happy to speak on the phone or via email on the details below.

Toby Higson

Director

The Language Partnership

Delivering Excellence in Business English

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