

**To the kind attention of
Mr. Jacek Barankiewicz - Warsaw, Poland**

Milan, July 22nd 2016

Consulting offer for your client ([Znanylekarz](#))

Strategic business goals

1. *Znanylekarz.pl* ('the client') needs to extend their business to the Italian market
2. They want to offer customer service through a local call-centre
3. They need to set up new operations in September 2016

Elements included in this offer (see below):

Owner	Tasks / actions	Owner	Information	Value
Paolo Fabrizio	- Scouting and assessing outsourced call-centres in Italy on behalf of the client - Provide client with full information regarding prospects - Recommend client the 2 most suitable call-centre according to their needs - Collate call-centre quotations and escalate to client - Translate prospects offers into English (where necessary)	Client	Client will provide the consultant with their requirements and all necessary information to enable him to complete tasks: - call-centre features - local staff skills desired - staff guidelines and procedures - KPIs to be assigned to local call-centre staff	€ 1.400
Paolo Fabrizio	Support client as for contract negotiation (terms and conditions) with local call-centres. Intermediary activities until contract signature	Client	Client will provide the consultant with all necessary information to enable him to complete task	€ 2.100
Total amount				€ 3.500

The above amount does NOT include:

- VAT and/or other service fees
- Transportations costs (if travels exceed 50 Km from Milan)
- Eventual overnight stays
- Other costs, if not listed in the above offer

Paolo Fabrizio

Social Customer Service Expert, Author, Speaker, Trainer
Via Montecatini 14, 20144 Milano - P.Iva IT09329960968

**To the kind attention of
Mr. Jacek Barankiewicz - Warsaw, Poland**

Payment methods

- **20% of total amount** invoiced upon signing this contract.
The client agrees to send an international bank transfer in favor of Mr. Paolo Fabrizio within 3 (three) days.
- Balance invoice **(80%)** upon completion of the above mentioned tasks. Client agrees to pay the invoice via international bank transfer in favor of Mr. Paolo Fabrizio within 30 (thirty) days.

Validity of this offer

Terms and conditions of this offer are valid until August 07th, 2016.

Yours faithfully,
Paolo Fabrizio (July 22nd, 2016).

Signature:

(Client's name and address)

SIGNATURE & STAMP

.....

DATE

.....

Paolo Fabrizio

SIGNATURE

.....

DATE

.....

Paolo Fabrizio

Social Customer Service Expert, Author, Speaker, Trainer
Via Montecatini 14, 20144 Milano - P.Iva IT09329960968