



Consumer Services
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Ms. Mary Beth Ingram,
President, PHONE PRO
2301 East 45th Street
Indianapolis, IN 46205

Dear Mary Beth,

I wanted to take this opportunity to thank you and Angela Burmeister on conducting such an excellent training program. We found this experience to be very positive and applicable to our working environment. Angela did a fantastic job tailoring the training techniques around the types of calls that we deal with on a regular basis. By doing so, this made the sessions much more interesting and unique to our needs. Angela made the training fun as well as informative allowing for a very interactive class. The training far exceeded our expectations and the result has proven to be very successful!

I will be happy to recommend Phone Pro to any group who is looking to improve phone skills with consumers. Your staff, especially Angela, has made this a truly wonderful experience. On behalf of everyone at Bissell Consumer Service we thank you on a job well done.

Sincerely,

Kathy Penman
Product Specialist