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CUSTOMER SERVICE

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Brenda Follis  
Phone Pro  
2301 East 45<sup>th</sup> Street  
Indianapolis, IN 46205

Dear Brenda:

I just wanted to let you know how very much we appreciated the intensive week-long training that you provided to all of our customer-contact staff. Your wonderful sense of humor, effervescent personality and thoughtful instruction based on extensive personal and professional experience all had a very positive impact on everyone attending. We loved having you!

The Tele-Service program was very effective in using customized content specific to our organization. The day that you spent with members from all three of our departments as well as the supervisors enabled our staff to see your interest and commitment first hand. It enabled you to see our strengths and weaknesses first hand as well! Using examples culled from your side-by-side time made for very convincing training – everyone is still talking about it!

We also participated in the Coach-The-Coach program which has proven to be an invaluable source of direction, consensus-building, support and encouragement for our sometimes beleaguered senior reps. I can see that this course is crucial to the long-term success of the Tele-Service training.

I would recommend the entire Phone Pro training program in general and you specifically to anyone looking for a real world customer service training approach that provides real world results.

Sincerely,

Melissa Benson  
Internal Communications Specialist  
Customer Services

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