

MeadWestvaco Corporation
101 O'Neil Road
Sidney, NY 13838
tel 607-563-9411

MeadWestvaco

Desirae Haynes
Phone Pro
2301 East 45th Street
Indianapolis, IN 46205

Dear Desirae:

The Phone Pro training was exceptional! There is uniqueness with your training that offers the most basic of skills while pressing even the most seasoned professionals to be sharper and more effective.

The time that you spent side by side with the phone reps learning our business, made the training personalized and easy to relate to. You were then able to tailor the techniques of the program with examples, yet taught specific standards that we could adhere to, taking the guess work out of it.

The energy with which the training was delivered had a big impact as well. From the employee with the 'resistant' mind set to the others wanting to learn, you were able to deliver the material with confidence and FUN!

We have already moved into the coaching and monitoring phases to ensure that Phone Pro techniques become the norm. We believe that using the Phone Pro program will be a major factor in delivering "world class customer service" on every call! The investment was, and is well worth it.

Sincerely,

Wanda Corbin
Order Administration Manager
MeadWestvaco