



Suellen Richardson
Phone Pro
2301 E. 45th St.
Indianapolis, Indiana 46205

I wanted to take this opportunity to send a special 'Thank You' to Suellen Richardson. She conducted Phone Pro classes at PartyLite in September 2005 & the experience was great. She made the classes fun, interactive and informative. Our goal at PartyLite was to let the Customer Service reps know that they are important to us and we wanted to invest our time assisting them w/the handling of the difficult & challenging calls. Suellen & Phone Pro made this possible.

We look forward to having Phone Pro return in 2006 (hopefully Suellen), as this training is as important as any we provide.

Thank you, Suellen and Phone Pro.

Kathi George
Supervisor
The Customer Service Management Team