



RIVERSIDE

H E A L T H S Y S T E M

Phone Pro Staff

In June 2005 Suellen Richardson of Phone Pro came out to train our Call Center representatives in effective telephone skills. A commendable training that has enhanced and improved the way phone calls are conducted on a day-to-day basis. My call center's abandonment rate has improved and they are able to handle difficult calls more effectively.

During the training session Suellen was very energetic. It was evident in her presentation that she was not only knowledgeable, but also enjoys what she does. The broad-spectrum of training materials coupled with Suellen's natural enthusiasm created an eager leaning environment.

Thank You

Laura Gardner
Billing Manager