



Anthem Blue Cross and Blue Shield  
220 Virginia Avenue  
Indianapolis, IN 46204

Angie,

Just wanted to take a minute to thank you for the great job you did with the Phone Pro Teleservice training. The information in the course is very relevant and applicable to our business and customer focus values. I appreciate the attention to detail that you gave us in observing our service associates and integrating our specific examples in the course content.

Your facilitation of the course was also good and I have received several positive comments from participants about the facilitation being one of the key motivators for learning this information.

I have received very positive feedback from both management and participants. They tell me that the skills learned apply not only to professional situations, but also to personal ones. They feel that professionally they are more positive and productive as a result of this learning opportunity.

Of course now that our trainers are trained and certified, we plan to continue using the Teleservice course as part of our Customer Culture Curriculum for existing and newly hired associates. Thanks again for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Vickie L. Pastrick", enclosed within a circular scribble.

Vickie L. Pastrick  
Senior Project Manager  
Virtual Learning Center