



## Fresenius Medical Care

Desirae Haynes  
Phone Pro  
2301 East 45<sup>th</sup> Street  
Indianapolis, IN 46205

Dear Desirae:

Congratulations! You have delivered on everything you promised and more.

We are very satisfied with your entire program. The material you presented was eye-opening, and your lively and energetic style kept us all involved and invested. I applaud you for your preparation. Sitting with and observing our representatives for a day, and incorporating many of those real life examples into the training was invaluable.

This training, including the action steps we have taken away from it, will help us maintain and improve our position as an industry leader in providing courteous service and clear communication to our customers. In fact, we have already heard positive acknowledgement from our customers who have taken notice of the enhancements to our phone etiquette.

Thank you, again, for the value you have brought to us.

Sincerely,

Jerry Farrell  
Customer Service Manager Operations  
800-323-5188 Extension 6268

CC: Lisa Raven  
Deborah Flaherty  
Veronica Stephens