

Phone Pro
2301 East 45th Street
Indianapolis, IN 46205

RE: Suellen Richardson & MAA training

Dear Phone Pro,

WOW! That is the one word that sums up the training that our staff received in December and also summarizes our thoughts on Suellen. When faced with the challenge of finding customer service training for our associates, I was blown away by the information I received from your company. I researched several companies and found Phone Pro to be the most comprehensive and fiscally competitive out there. Our industry is somewhat unique, and Phone Pro didn't miss a step in customizing our training to fit our needs. From the first encounter to the final training, I was certain the right choice had been made.

Suellen is a true pleasure to work with, and our staff repeatedly commended her for her personable skills and method of delivery. Believe me when I say that we have some training "naysayers" in our midst. Even they left the training with enthusiasm for their new found tools and approaches. It is so nice to walk through the office and hear the tools being used in the correct manner.

As a customer service driven business, we pride ourselves in providing "Raving Fan" service to all of our clients, members, and vendors. The training we received from Suellen and Phone Pro help us achieve this with every phone call we take.

Thanks again Phone Pro!

Sincerely,


Shelli Smartt
Human Resources Manager