



Attention: Terry Ingram  
Phone Pro  
2301 East 45th St.  
Indianapolis, IN 46205

Dear Terry,

It is with appreciation that I write to Phone Pro and let you know how the training I received from Phone Pro in 1998 has helped me in my previous and current employment positions. I was part of a group that took the "Tele-Service Course" before working in a new Call Center for a local financial institution. Before the training, I had always felt that I gave great phone service, and wondered what I would learn in the training session. I was pleasantly surprised to learn several ways to offer better service to my customers.

In 1999, I was transferred to the collection department of the bank, and took along the telephone skills that I had learned. I did collections for three years with that company, and won customer service awards for helping customers—a real feat for a collector. Phone Pro taught me to listen, empathize, and sandwich bad news between good news.

Now, as a Personal Banker for Republic Bank, I use the skills taught in training every time I answer the telephone, and also when communicating face to face with customers. I highly recommend "Phone Pro" to anyone who wants to be more effective when working with his or her customers.

Thank you,

A handwritten signature in cursive script that reads "Shirley M. Young". The signature is fluid and elegant, with a long, sweeping tail on the final letter.

Shirley M. Young  
Personal Banker