



SOCIAL SECURITY ADMINISTRATION

Refer to:

Albuquerque Teleservice Center
933 Bradbury Dr SE
Albuquerque, NM 87106

Ms. Sueellen Fink
2301 East 45th Street
Indianapolis, IN 46205

Dear Sueellen:

This is to express my enthusiastic appreciation for the training and support you provided to the Social Security Administration, Albuquerque Teleservice Center and the Dallas Region.

You will recall that my commitment is to achieve a new level of efficiency and exceeding customer service in concert. Very often, it seems that the concepts of efficiency and effectiveness are viewed as a choice between handling a lot of calls quickly or taking extra time to ensure that the callers needs are met. Some time ago, I came to the conclusion that competition in the industry does not permit sacrificing or compromising either efficiency or quality. Therefore, we have been concentrating a number of years on the call handling process.

It seems that you and your company, Phone Pro, came along at the perfect time for jumping to a new level. The help you have given offers a wealth of opportunities for us in our pursuit of the process approach to service delivery. Your presentation is professional, fun and provided with such clarity that call center representatives can begin practicing the new skills immediately. The coaching training features tools to supervisors that are effective and easily acquired(although must be practiced to be retained). We are seeing a remarkable acceptance on the part of Teleservice Representatives, supervisors and the union because the package of skills make sense and the training is fun. We are hearing call center representatives report that these skills indeed contribute to the effectiveness of handling calls with a lower stress level.

Experts in performance tell us that the most profitable means of improving employee performance is to provide clear expectations. Perhaps this is the key benefit of the service provided for us. The customer service standards that we established based on your training offer a means to easily and clearly communicate what is expected in the service we provide. The call center representatives know how to do their jobs and the supervisors know how to fulfill their roles as coaches. What a resource!

Again, thanks for sharing your concepts, skills and excitement and for contributing to our future success.

Sincerely,

Terry J. Clements, Manager
Social Security Administration
933 Bradbury
Albuquerque, New Mexico 87106