



the limu company™

*making a difference*

Ms. Brenda Follis  
Phone Pro  
2301 East 45<sup>th</sup> Street  
Indianapolis, IN 46205

Dear Brenda,

Thank you for the opportunity to participate in Phone Pro's customer service and coaching training last week! We had our official launch meeting this morning and offered agents the opportunity to sign up for their first coaching and got one hundred percent response! They are anxious to incorporate this new approach into their daily work.

As you and I briefly discussed during the training meetings, many things make Phone Pro effective. From our perspective here at The Limu Company, a handful of those stand out.

One is that Phone Pro operates in a firmly grounded reality. You recognize the fact that customers really can be difficult and life is very seldom neatly scripted. That came across clearly to our agents, who reciprocated by appreciating and respecting the training, and even more so by actually using it.

Another is that, instead of scripting and dictating, Phone Pro allows agents to express themselves in their own personal styles. This gives them more control over and comfort with the conversation and makes them sound natural instead of forced. Again, agents recognize and apply those concepts they trust and with which they identify. We have heard the difference in only three days.

Most powerful was the coach the coach training. All of us agreed that was the key element in the program, and your presentation left all of us completely confident we can manage and maintain the program long term.

The final advantage Phone Pro offers is you as an incredibly energetic and believable presenter. Your ability to involve everyone in the conversation and your finesse at controlling the group was impressive. Additionally, your willingness and capability to validate the contributions of each participant enhanced your integrity and earned you respect.

Thank you again for the opportunity to empower our employees and enhance our performance. We are confident the results will speak for themselves.

Respectfully,

Karen G. Gardner  
Customer Service Manager  
The Limu Company