



Cinergy / CG&E
139 E. Fourth Street
P.O. Box 960
Cincinnati, OH 45202-0960
www.cinergy.com

Phone Pro
2301 East 45th Street
Indianapolis, IN 46205

Phone Pro was a great experience for my employees and myself. The representative we worked with was extremely knowledgeable and had a great personality. She made learning fun. Suellen truly is a great fit for the work she does. She gave the reps suggestions on how to improve their customer service skills. Suellen does a great job of keeping the reps enthused about learning. I recommend her services to anyone who is looking to increase skills in customer service phone skills. She truly is a Phone Pro.

Sincerely,

A handwritten signature in cursive script that reads "Cathy Clark".

Cathy Clark,
Cinergy

Cinergy Corp.
1000 East Main Street
Plainfield, IN 46168-1782



Mrs. SueEllen Richardson
Phone Pro
2301 East 45th Street
Indianapolis, IN 46205

Dear SueEllen:

I would like to thank you for the GREAT JOB you and your company did training Cinergy's Commercial/Industrial Business Service Center Representatives.

Your training was interesting, thought-provoking and right on target to help us reach our customer satisfaction goals. I am positive as we master the skills and techniques you presented, our calls will go quicker, smoother and produce increased customer satisfaction.

I am looking forward to working with you as we move forward with our coaching and monitoring plan to expedite out learning process.

Sincerely,

A handwritten signature in black ink that reads "Kerry L. Vestile". The signature is fluid and cursive, with a large loop at the end.

Kerry L. Vestile
Business Services Manager