

Customer Service: What Your Peers Have Said

Participant Comments



“Mr. Schwartz is an excellent speaker. He kept the audience alert and entertained! His session was well worth it and very informative.”

**Plymouth County DPA's Office,
Michelle Mawn, Service Director**

“A lot of good ideas were heard which I will try to implement.”

**Masterman's, Cynthia Koziok,
Asst. Customer Service Manager**

“I enjoyed the presentation!! It made me feel good about some things I'm already doing, and it made me aware of some problem areas or areas of opportunities.”

**First Phone of New England,
Pamela Costin, Service Manager**

“Great tips on dealing with customer difficulties. Working through some made-up situations was beneficial.”

**Weyco Fitness Center, Kathy
Anderson, Customer Support**

“I learned a whole new way of looking at employee relationships. The course was very worthwhile.”

**The Logistics, Inc.,
Ted Zimmerman, Manager/Customer**

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“I really enjoyed the program. It made me feel that I will really be able to cope with my stress in the future. The teacher presented everything in a clear, funny, and very comfortable manner.”

**Harvard Community Health Plan, Ann
Fahey, Staff Services**

“The course was great. The presentation was entertaining and the two hours flew by. Tips such as regarding lists and putting them into story form so that each item is remembered and exaggerating something about someone in order to remember names were helpful.”

West Newton Savings Bank, Debby Berube, Service Manager

”Andrew is an excellent teacher, thorough, knowledgeable, and prepared. I feel much more prepared and truly understand my role as a manager. I also have the necessary tools to make the changes required.”

James Gray Construction, Linda Curtis, Manager/Admin. Services

“Well-presented, with a nice sense of humor which added to the presentation. The course went at a nice pace i.e. did not drag on. This program was to the point and highly informative.”

Coordinators Unlimited, Helane Duniers, Director, Client Services

“I got to work through an actual conflict/problem that I’m having in my area. Got great feedback on how to work through the situation!”

Tower Federal Credit Union, Andrea Alston, Mgr. Service Center