



Praise for Creating Raving Fans! January 24, 2007

City of Charlotte – Neighborhood Development

“Exciting, dynamic and logic based. I learned how to recognize and apply simple principles of customer service that will make a BIG difference.”

“From this training, I’m going to listen more and be more engaged with the customer to build a relationship.”

“Marcia provided a venue for discussion, inclusion and brainstorming opportunities.”

“I’m going to develop a plan to implement the customer service issue resolutions.”

“Informative; Energizing; Motivating; Fun!”

“Educational and positive. I’m going to focus on the Key Strategies to improve the quality of customer service I provide by keeping my customer’s needs in mind first.”

“This training was mind-opening and thought provoking.”

“If you have been helpful in some way to a single individual, then you have provided good customer service.”