

Thank you for everything that you do!

Janine C. Tracy

Manager, BVS Production

Ann M. Rasmusson

Manager, Research & Driver
Services

Tami M. Victor

Manager, Customer Support

Tonya M. Merrick

Project Manager

A few comments ...

Customer support does a great job of meeting the financial objectives set by the customer often while under a time crunch to meet a deadline. They have done a great job with REFT as well, keeping everything under control during that first learning year! Thanks for all of you hard work!!

I feel that everyone on the CS team is eager to please our BDCs, our CSCs and most especially our end customer. I feel they are truly concerned about having happy customers, which holds the key to the future of this unit.

I AM EXTREMELY PLEASED WITH THE TEAM THAT SUPPORTS ME AND APPRECIATE THEIR WILLINGNESS TO PROVIDE OUR CLIENTS WITH TOP NOTCH SERVICE.

"Our Customer Support Team always tries to please the customer and keep the customer's best interests in mind."

Why do I like our Customer Support Team?

1. They are very good cooks.
2. They always have food.
3. They never give a hard time.
4. They always treat me with the utmost respect when I walk down their aisle.

This list could go on and on, but the fact that the Customer Support Team knows and understands that my requests are not from me, but rather a client in need, really makes me feel good when the client's requests are handled in a very professional and expeditious manner. I do not remember the last time that one of my requests was late. Many times my requests are handled as I stand at the desk of a helpful CS Person. All that I can say is, "Thanks for your great service and please hurry back as I am answering all the driver calls while you are all out having fun".

Customer Support

Recognition

October 12, 2004



runzheimer
INTERNATIONAL

WE'RE ROLLING OUT THE RED CARPET...

FOR OUR STAR STUDDERED CUSTOMER SUPPORT SPECIALISTS!

We wanted to provide the "red carpet" treatment to those who satisfy our clients every day!

ESCORT ~

An Excursion Limousine will be awaiting your arrival to escort you to your destination

GALA EVENT ~

Upon your arrival at Sophie Marie's an Italian Cuisine Luncheon will have been set just for you and your co-workers.

Please seat yourself and begin enjoying this luncheon made especially with you in mind!

A FEW GUESTS WILL JOIN US:

12:10 – 12:15

Janine Tracy

12:15 – 12:35

Special Guest
Malou Roth

1:00 – 1:15

When you have completed your luncheon, you may seat yourself back into the limousine to be escorted back to Runzheimer International after a bit of a cruise!

1:15 – 1:25

One last thing ~ please arrange yourselves on one side of the limousine for a group photo to remember this special recognition event for some of the best Customer Support Representatives on the Red Carpet!

"The efforts and contributions of our customer support teams is one of the many things that sets us apart. Our commitment to our customers is legendary and it is through the efforts of the entire team that we are able to retain and delight our customers. Providing great support is not taken for granted and your efforts are very much appreciated. Thank you for everything that is done day in and day out in support of our business."

- Greg Harper