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August 8, 2011

To Whom It May Concern:

I am writing this letter with great enthusiasm to describe a training session we recently had with Dawn Mushill owner of "Customer Service and Beyond." In 2009, Dawn provided training for all employees at FCB. She examined our company and customized a training session in areas she thought we could benefit from. Dawn also suggested ways to elevate our customer service skills in order to be more successful and competitive in our industry. FCB staff had nothing but positive feedback from Dawn's training. We felt that everyone took something away from the training that they could benefit from and utilize at work and in their everyday life.

We invited Dawn back in 2011 for a "refresher course" on customer service. Dawn exemplifies true excellence when it comes to customer service. She is very captivating and passionate about changing the service industry into one great company at a time.

We are excited for Dawn to extend her knowledge and enthusiasm with our management team. Her energy is contagious and she expresses valuable insight on what it takes to achieve customer satisfaction.

Dawn Mushill was a pleasure to work and such a great inspiration to our FCB family. We look forward to continuing our business relationship with Dawn and "Customer Service and Beyond".

Sincerely,

Hope Reinneck  
Asst VP-Operations  
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