



Glen Carbon Centennial Library
198 S Main St, Glen Carbon IL 62034

Letter of Recommendation for Dawn Mushill

March 8, 2012

To Whom It May Concern:

Ms. Mushill presented a Customer Service Workshop at the Glen Carbon Centennial Library this past January. From the moment she arrived at the Library, her high energy and enthusiasm positively impacted the learning environment. As Director of the library, I've coordinated numerous customer service workshops, and I believe Dawn's was unsurpassed as one of the most effective I've participated in. I base this on the fact that the staff is still commenting on and incorporating the skills presented. Dawn included several interactive and small group activities, my favorite being the "Owner" vs. "Renter" employee. This activity was insightful to both staff and management team.

I asked the staff for their input for this letter of recommendation, keep in mind that the workshop Dawn presented was two months ago, I think you will agree it still resonates:

"Relatable, passionate, and discerning, Dawn offers practical solutions for every customer service situation."

"Dawn's passion for excellent customer service comes out clearest in her presentation style. From the moment she introduces herself, her electric personality provides an example of what works best in customer service. Dawn also presents some valuable skills for customer service professionals that can apply to life as well."

"Quite often we forget that our feelings have an immediate and direct effect on the patrons that we serve. If you're not "owning" the space wholeheartedly" you give the appearance to people who don't know you well that you're not interested in them or their needs."

"I have had the pleasure to hear Dawn Mushill at multiple speaking engagements. She has a tremendous amount of energy and passion for excellence in customer service. Her humor and ability to engage the participants creates an entertaining and enlightening program."

I would be more than happy to discuss Ms. Mushill's excellent Customer Service workshop further; my contact information is listed below.

Sincerely,

Anne Hughes, Library Director
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