



March 6, 2012

To Whom It May Concern:

City of O'Fallon managers and supervisors believe that we employ people who are very good at customer service, but we wanted to be great. To achieve that goal, we contacted Dawn Mushill of Customer Service and Beyond. She secret shopped at three of our facilities and conducted customer service training sessions for our 200 employees, supervisors and managers.

We received overwhelming positive feedback, with employees finding the training refreshing and informative. One of our employees had the following to say after the training:

"You know the customer service training really was phenomenal. I keep remembering what Dawn said when I feel annoyed, and I've been able to snap out of it. It really is an "inside" change that you have to embrace to get the full benefits of the training. Not going to jump the gun and say I'm a new employee or anything, but I actually feel lighter . . ."

I highly recommend Dawn to any organization that wishes to take their customer service to the next level. She utilizes real world, common examples to demonstrate concepts in an interactive and fun way. All levels of our organization benefitted from the training.

Sincerely yours,

CITY OF O'FALLON

A handwritten signature in black ink that reads "Pamala L. Funk". The signature is written in a cursive style with a large, looped initial "P".

Pamala L. Funk
Assistant City Administrator