

February 16, 2011
FOR IMMEDIATE RELEASE

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CSS Releases Online Customer Service Self-Assessment for All Employees

CHARLOTTE, NC – Customer Service Solutions, Inc. (www.cssamerica.com) has launched the AMIGREATAT Assessment, a 100 question self-evaluation tool free to all owners of the new book: **Am I GREAT at Customer Service?** Ed Gagnon, author of the book and President of CSS, invites anyone who has purchased **Am I GREAT at Customer Service?** to go to the book website (www.amigreatat.com) and click on the “Book Owners Only” tab to take the AMIGREATAT Assessment.

“This is a great tool for anyone wanting to become a true Customer Service Star,” says Mr. Gagnon. “All owners of the book can answer the questions at the end of each chapter, plug in their responses into the AMIGREATAT Assessment System, and get a free, customized evaluation of their customer service performance. It’s a great tool – analysis, recommendations, charts, and guidance, and it’s all about YOU!”

Published by CreateSpace, an Amazon.com company, Am I GREAT at Customer Service? is available at amazon.com in hardcopy and Kindle format, smashwords.com in ebook format, and barnesandnoble.com.

Founded in 1998, Customer Service Solutions specializes in customer retention and growth strategies, training, and research services such as mystery shopping and customer satisfaction surveying. Gagnon co-founded CSS and is known for his expertise in customer service and retention strategies as well as his informative and engaging speeches. Call 704-553-7525 for more information.

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