

FOR IMMEDIATE RELEASE

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### **S.T.A.R. Resources Expands Services with Customer Service Solutions**

CHARLOTTE, N.C. – [S.T.A.R. Resources \(www.starresources.biz\)](http://www.starresources.biz) and [Customer Service Solutions, Inc. \(www.CSSAmerica.com\)](http://www.CSSAmerica.com) are celebrating the two-year anniversary of their strategic partnership by offering expanding resources. Through its efforts of broadening client services, S.T.A.R Resources has brought on Customer Service Solutions as a business partner with its client [Pro-Tint Inc.](#)

"Our combined experience and expertise has greatly enriched our work with financial services firms, government, educational institutions, healthcare providers and others," says Ed Gagnon, president of Customer Service Solutions. "I am looking forward to teaming up with Mary Elizabeth [Murphy] on Pro-Tint, which is one of our many exciting collaborative opportunities."

Both companies formed a strategic partnership in 2010 to provide clients with a broader array of services including customer retention and growth strategies, assessments, training, team building and research services.

Mary Elizabeth Murphy, CPMA, CPBA, managing director of S.T.A.R. Resources adds, "Our partnership with Customer Service Solutions has added breadth and depth to our selection of products and services, strengthening our long-term relationships with clients. To do even more for our clients with additional expertise and expanded resources is very rewarding."

#### **About Customer Service Solutions**

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's second book, **Am I GREAT at Customer Service?**, is available in hardcopy at Amazon.com and as an e-book on Kindle. Call 704-553-7525 or visit [www.CSSAmerica.com](http://www.CSSAmerica.com) for more information.

#### **About S.T.A.R. Resources (<http://www.starresources.biz>)**

Founded in 1993, S.T.A.R. Resources is a Strategic Learning Partner Firm headquartered in Charlotte, North Carolina. Led by Mary Elizabeth Murphy, author of **RESET Your Buttons®**, **S.T.A.R. Resources** teaches individuals and teams present day solutions to age old problems. Murphy leads, facilitates and coaches groups within corporations, small business, government, law enforcement agencies and non-profit organizations to achieve personal and professional performance success.

Murphy is a Certified Professional Motivators Analyst (CPMA) and Certified Professional Behavioral Analyst (CPBA) with TTI Performance Systems; a Certified Associate with Australia-based [Integro Leadership Institute](#); a Certified Professional Co-Active Business Coach through [CTI](#); a Certified Organization, Relationship and Systems Coach and a Certified licensee of RSI@Work through [CRR Global](#); Certified Growth Curve Specialist, and is an award-winning manager with the Inscape Publishing Company.

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