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FOR IMMEDIATE RELEASE

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### **Customer Service Solutions Delivers Service Training Program for Town of Fort Mill**

CHARLOTTE – Customer Service Solutions, Inc. ([www.cssamerica.com](http://www.cssamerica.com)) recently conducted Service Excellence Training for the Town of Fort Mill in South Carolina. The training was custom-designed and delivered to Fort Mill staff focusing on how staff could better identify with its diverse customer base (residents and businesses) through communication techniques and key principles of Success in Situational Service.

Town of Fort Mill Finance Director Chantay Bouler states, “With the exceptional growth we’ve experienced in Fort Mill over the past several years, our customer base and services have gone through a great deal of change. So we need to ensure we’re continuously changing for the better, particularly in the level of customer service provided to residents, businesses, and each other. Customer Service Solutions got us refocused on what great customer service looks like and helped us sharpen our skills on how we can be more consistent and effective in our customer interactions.”

“It was great to get to know the staff of the Town of Fort Mill and to learn what’s unique about their culture, their services, and their customers,” notes CSS President Ed Gagnon. “I was very pleased with the participation of leadership and staff as well as their desire to continuously improve how they communicate with co-workers and customers alike.”

#### **ABOUT CUSTOMER SERVICE SOLUTIONS, INC.**

Founded in 1998, Customer Service Solutions designs and implements customer retention and growth strategies, culture change programs, customer service training, and research services such as mystery shopping and customer perceptions surveying. Ed Gagnon is also the author of [Ask Yourself...Am I GREAT at Customer Service?](#), a book that describes the 25 qualities of great customer service employees. Call 704-553-7525 for more information.

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