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FOR IMMEDIATE RELEASE

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Wilkes Regional Makes 5th Year New Hire Training Commitment with Charlotte's Customer Service Solutions

CHARLOTTE – For the fifth consecutive year, Customer Service Solutions, Inc. (www.cssamerica.com) has been engaged by Wilkes Regional Medical Center (<http://www.wilkesregional.com>) for new hire customer service training. CSS, the Charlotte-based customer service firm, will provide its unique Service Excellence program in 2011.

“Wilkes Regional Medical Center has a strong focus on satisfying our patients, and we understand that employees have a significant impact on the patient experience,” says Education Director Barbara Willens. “New hires need to know upfront what’s expected of them and how to deliver excellent customer service. The Customer Service Solutions training does a wonderful job of sharing what a great hospital experience looks like to patients.”

“We’ve thoroughly enjoyed working with all the staff at Wilkes Regional,” says Ed Gagnon, President of Customer Service Solutions. “You can tell that the organization does an effective job of hiring staff with customer-focused attitudes, and our training builds on that to ensure they have a common understanding of what’s expected of them and what skills and techniques work best for serving their customers.”

ABOUT CUSTOMER SERVICE SOLUTIONS, INC.

Founded in 1998, Customer Service Solutions specializes in designing/implementing customer retention and growth strategies, culture change strategies, 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 new book that describes what makes an individual GREAT at customer service. Call 704-553-7525 for more information.

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