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FOR IMMEDIATE RELEASE

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## **Johnson & Wales University Makes 5<sup>th</sup> Year Customer Service Training Commitment with Charlotte's Customer Service Solutions**

CHARLOTTE – For the fifth consecutive year, Customer Service Solutions, Inc. ([www.cssamerica.com](http://www.cssamerica.com)) has been engaged by Johnson & Wales University's Charlotte Campus (<http://www.jwu.edu/charlotte/>) for customer service training-related services. CSS, the Charlotte-based customer service firm, will provide its unique Training Reinforcement program in 2011.

“Johnson & Wales University is very focused on student retention and satisfaction, and we understand that employees have a significant impact on the student's experience,” says Executive Director of Operations Mark Norman. “We understand the value in reinforcing key customer service training principles on an ongoing basis with staff so that they can deliver an excellent experience for our students as well as other external and internal customers. The initial training we went through with Customer Service Solutions and the ongoing Training Reinforcement Program gives the organization that continuous focus on the skills and attitudes necessary to deliver a great experience.”

“Johnson & Wales has been a great partner over the years,” says Ed Gagnon, President of Customer Service Solutions. “You can tell that the organization does a fine job of hiring staff with customer-focused attitudes, training staff to deliver great customer service, and keeping customer service principles top-of-mind with their employees.”

### **ABOUT JOHNSON & WALES UNIVERSITY**

Johnson & Wales University (JWU), founded in 1914, is a nonprofit, private institution. A recognized leader in career education, they offer accredited degrees in business, hospitality, culinary arts, technology and education to more than 16,000 graduate and undergraduate students, representing all 50 states and 98 countries. By integrating academics and professional skills, related work experiences, leadership opportunities and career services, JWU prepares driven students who are seeking a competitive advantage in the global economy. Their 80,000 alumni from 140 countries pursue careers around the world. The university is committed to urban revitalization and thoughtful historic renovation. Through active civic participation and unique learning opportunities, JWU improves the quality of life in its campus communities in Providence, R.I.; North Miami, Fla.; Denver, Colo.; and Charlotte, N.C.

### **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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