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FOR IMMEDIATE RELEASE

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Charlotte's Customer Service Solutions Launches Corporate Vision/Values Development Product

CHARLOTTE –Customer Service Solutions, Inc. (CSS), a client retention consulting, research, and training firm, has launched its new Vision/Values Development product (<http://www.cssamerica.com/cssvisionvalues.htm>).

Created in response to clients needing to redefine their future goals and strategy, Vision/Values Development services enable quick, clear, and effective creation of key foundation statements for any business.

“Many clients need to create a new organizational Vision in light of what the economy has done to their business, industry, and customers,” says Ed Gagnon, Customer Service Strategist and President of CSS. “They are looking to get their employees on the same page going in the same direction, but that begs the question: *What is that direction?*”

Our proprietary, quick development methodology helps us help our clients to define the organizational Vision. It also enables them to paint a picture of how it wants to operate, communicate, and relate internally and externally. So Core Values are key to any organization's culture.”

In his Amazon-published book [Am I GREAT at Customer Service?](#), Gagnon notes that individual employees need to know what's expected of them and where the organization is going. “Defining the Vision to the employee and creating the Values help to create employee buy-in and synergy around the organization's ultimate goals.”

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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