

Commendation

Recipient: Tila Slovacek

TDL: Ken Baker



Comments:

Ms. Robbie Brown stated that Tila Slovacek gave great customer service while she was upset and frustrated about her bill. Tila remained calm and continued to help her and not disconnect the call like she experienced with another agent. Ms. Brown went on to say that Tila was great and she appreciated her help and she did a fantastic job!

Customers name: Ms. Robbie Brown

Date: 03/15/2008

Commendation completed by: Mel Lewis