

Commendation

Recipient: Tila Slovacek

TDL: Ken Baker



Comments:

Mr. Edric Brown called in and spoke with 3 different associates, and felt the first 2 just simply quoted the company guidelines. It was when he spoke to Tila Slovacek that Mr. Brown said "now that's customer service!!!" He said that Tila went out of her way to help resolve his concern and made him feel that she really cared about what happened to him. Mr. Brown called Tila "not only a great rep, but a great person." Congratulations Tila!

Customers name: Edric Brown

Date: 01/16/2008

Commendation completed by: Mel Lewis