



NSAW Regional Bachelor Housing

Dear Ms. Andrea Richards Scott,

30Jan2008

I just wanted to let you know how much we all appreciated the training we received. I have heard nothing but positive feedback from everyone that attended your workshop. Even though, I must admit, when they were told about the training that they were going to sit through, there were some complaints about its' length. But once they were sitting there, being engaged by your powerful presence and your stimulating presentations and exercises, their attitudes quickly turned around. They are still talking about the training and using direct quotes and references from that day. I can tell that you really instilled a lot of customer service in them with your short time given, more than upper management could do in years. The feedback our employees gave was great and most importantly, the tools they learned are in use everyday. This has led to them giving our customers a feeling of genuine concern and satisfaction; which was, indeed, the goal from the very beginning! I thought you would like to hear some of the comments made by "your students" from your primers:

*"The training was good and the instructor conveyed the training well"*

*"Refreshing –Didn't need my red bull!"*

*"Ms. Scott is a professional! She is excellent at what she does and will come highly recommended. Makes this stuff interesting! She needs to sell her wears to DC area."*

*"Ms. Scott was wonderful, the class was very informed and the timing was great."*

*"The customer service class given by Andrea Richards Scott was very good information to use on and off the job. I really enjoyed it."*

*"I thought the class was really great! It provided a lot of information and good ways to deal with the people you come into contact with as well as yourself. Thank you Ms. Scott!"*

*"The class was very informative. The speaker spoke very clearly, and knew her power point very well. She also gave great advice."*

I can honestly say that I agree with all the comments made. I hope you will return in the coming years to refresh us on your wisdom. Thank you again for your service.

Very Respectfully,  
CS2 (SW) Laura DiFilippo  
United States Navy