



January 10, 2011

Craig Harrison with Expressions of Excellence provided the Fort Mason Center staff a dynamic and personalized half day customer service program. Craig took the time to interview and meet with senior staff members to gain a sense for what areas needed to be covered in our training. He focused on topics that are most crucial to our organization. The many unique teambuilders he incorporated throughout the day had the majority of our team interacting with one another and having fun.

Craig gives 100% dedication to his clients and truly wants to make the training sessions about *your* organization and how it can improve communications and interactions both externally and internally. By focusing on our internal relations and communications with one another, we can now provide more comprehensive and meaningful external customer service.

Customer service is the foundation of our business and we want our employees to know that this is not just a statement but an expectation and obligation. This training session was an effective way to bring every department together and share in a common goal.

We would recommend Expressions of Excellence to other organizations and will look to Craig if we need future training sessions.

A handwritten signature in blue ink that reads "Ann Lazarus".

Ann Blumlein Lazarus  
Executive Director  
Fort Mason Center