

What's News

May 2005

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No Customer Service Continued

Yesterday was probably the worst day I've had in a long time. It started and ended when I tried to straighten out our Comcast bill for the business. We had installed one DSL line and cable for our office TV's. Even though we had them both installed at the same time by the same people (and I might add after 4 years of trying to get Comcast into our building) we are now being billed separately by the DSL Comcast people out of Washington State and the Cable TV people out of Philadelphia or is it the other way around? Honestly at this point I don't care.

After dealing with them separately for over an hour (separate long distance phone calls were involved) the only thing I was sure of was the Philly Comcast folks could not access the computer info on us from the Washington State Comcast folks and vice versa.

So after an hour I asked if there was someone who could work with me to unravel the mess they created who could access both the accounts simultaneously. I didn't think it was a difficult question but I'm sure some of you IT folks we know and love out there will be writing me to let me now it is a difficult question and there in lies the problem. To them it was a difficult question, to the customer it's simple. All I wanted was someone who could review my TOTAL account and tell me why it cost over \$400 to install one DSL line and two TV's with cable.

The woman I spoke to in Philly gave me my Sales Rep's direct phone number letting me know he could help. She did, to her credit, warn me I would get an answering machine when I called but at least I now had a direct line to someone who could access both

accounts at the same time! I boldly struck out and called him after all what have I got to loose!

By the way my oldest son was in the office working yesterday and when he heard what we paid just for installation he lost all color in his face! Apparently he had purchased similar service from Comcast in his apartment in Boulder for only a \$150 installation fee.

So on I went knowing I'd get this taken care of with MY sales rep, who didn't call me back after my first message but did after my second. And when he did I had to literally stop him from passing me back over to the nice lady in Philly, which he was going to do, I might add, without a clue as to what my issue was.

By now I've had enough and I'm ready to have them pull the service. This gets his attention and he agrees to "research" my 2 accounts and fax me the itemized list of the costs to install that very minute!

Well an hour later when I leave my office with, of course, **no fax**, I'm questioning my own sanity at spending all my time dealing with this badly run company. But I have hope that someday some one from Comcast will call me and tell me I've definitely overpaid and they apologize. I really can't tell you why I have hope; maybe it's because of the way I was raised. I guess I still believe in good honest business men and women who have a great product to sell me for a fair price and they will provide good customer service after I've given them my \$450.

I'll keep you posted but I have a feeling Comcast will keep on keeping on until the cumulative upset of its customers and all the alternative products put it in jeopardy. Then and only then will they treat you and me as if our business and the money we pay them matters.

On the other hand, when I deal with some other companies, all I ever get is great customer service. It occurred to me yesterday while I was in the midst of my Comcast craziness, that I had never has a bad experience ordering Mary Kay products. If any thing, they make my life easier – I can call, e-mail, fax or meet them and they bring the product to me, wherever I am. There is no phone time to wait through and the reps never put me on hold for 15-20 minutes. I pay for what I order, I never have to question my bill, it's always accurate and clear. So I guess I am right to have hope because some companies have gotten customer service down and not all my experiences have been negative.

Hopefully, your business falls in the latter, not the former, category. Do a check and let me know what you think. How has customer service been for you lately? Email, write or fax us what you have experiences.

The Van Vleet's Updated Schedule for 2005

THERE ARE MORE DATES IN NEGOTIATION NOW

In case you want to see John and Sue in person, here is the current schedule through 2005. Contact the office to schedule a time.

<i>Los Angeles, California</i>	<i>May 9 – 12, 2005</i>	<i>Sue & John</i>
<i>San Jose/San Francisco, CA</i>	<i>May 13-18, 2005</i>	<i>Sue & John</i>
<i>Dallas, Texas</i>	<i>June 1-3, 2005</i>	<i>John</i>
<i>Caracas, Venezuela</i>	<i>June 23 – July 2, 2005</i>	<i>Sue & John</i>
<i>Dallas, Texas</i>	<i>August 17-19, 2005</i>	<i>John</i>
<i>Vail, Colorado</i>	<i>September 12-16, 2005</i>	<i>John</i>
<i>Caracas, Venezuela</i>	<i>September 22 – 30, 2005</i>	<i>Sue & John</i>
<i>Chicago, IL & Racine, WI</i>	<i>October 25-27, 2005</i>	<i>John</i>

2005 Courses

We have 14 Public Workshops scheduled for the rest of 2005. Check the schedule to register or refer someone to a workshop. You can also check the website, it is updated monthly.

Congratulations Are In Order.....

To Cindy Daniels on her new job as Executive Assistant to the Vice-President of Nationwide Investment Operations on February 1, 2005

To Adam Van Vleet who received straight A's and a 3.85 cumulative grade point average his first semester of college.

To Emily Larson on her graduation from CU Boulder

To Mark Mischinski on his promotion to Associate Director, Fill-Finish Program at Centocor

To Sandy Hackman on her promotion to Associate Director, New Products Program at Centocor

To Sunny Hong who was promoted to Plant Manager Band 4 at P & G Beijing China

NOTE: If you would like to appear in this section of our newsletter, just email, fax or write us about your news. You must be a graduate of one of our courses to appear.

Book Recommendations

The Experience Economy by Joseph Pine II and James Gilmore was recommend to us by Renee Wickham at Mary Kay. It is a great book that postulates we are not in the information economy – we are in the “experience economy”.

PUBLIC WORKSHOP SCHEDULE

2005 Courses

ACHIEVING COMMITMENT	May 17-19	Lonetree, CO	\$3,000
WOMEN MOVING FORWARD	June 7-9	Lonetree, CO	\$3,000
TRAINING FOR CHANGE AGENTS	June 21-24	Lonetree, CO	\$4,500
PRODUCTIVE RELATIONSHIPS	August 9-11	Lonetree, CO	\$3,000
ADVANCED MEN'S COURSE	September 13-15	Beaver Creek, CO	\$4,200
MANAGING CORPORATE CHANGE	September 20-22	Lonetree, CO	\$3,000
WOMEN MOVING FORWARD	October 18-20	Lonetree, CO	\$3,000
PRODUCTIVE RELATIONSHIPS	Nov. 29, 30-Dec. 1	Lonetree, CO	\$3,000

***To register for any course, retreat, or conference,
contact our office.***

We also accept MasterCard & Visa

There is a \$500 discount when two or more people attend the same \$3,000+ workshop from The same company and location.

You must register together and attend together

All prices are subject to change. No refunds are given.