

What's News

July 2005

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Customer Service Revisited

Well you have responded more to the May article on Customer Service than any other article in the 27 year history of our business and newsletter. Apparently customer service is a big hot button for most of you.

If you have anything to do with customer service in your company make sure your company is doing well in this category. It appears everyone will pay more to get better service no matter what the product or service!

Thank you to everyone who contributed a comment. We wanted to share everyone's comments but we just don't have the space! So we'll select a few that we believe represents everyone's feelings:

"I just read your May newsletter. Thought I'd share my recent customer service challenge.

Ever notice how easy it is to sign up for service but companies make it so difficult to cancel? My recent experience was with AOL. I just got a DSL line through TimeWarner and as a result was closing my AOL account. Phone call #1 was over a month ago to cancel service. After a month I notice my AOL account was still open and I got charged for another month. Phone call #2 to AOL the rep told me that the person should have told me I needed to call back to cancel. This rep gave me a cancellation number and then said my account would be credited and open free of charge until the end of June in which time I could still change my mind and be billed for

their basic service or else I would have to call back if I wanted to cancel. Seems a little crazy that one needs to call back 3 times when they already know they want to cancel. Finally they got the message. (I think). We shall see!

Patty Doyle

I so much enjoyed your comment regarding “no customer service”. I have worked in customer service/sales for the past 20 plus years and I cannot believe how BAD the customer service is with some businesses. I personally had some bad experiences with ALLTELL a few years ago and took the time to send a letter to the President of the company, because I could not get through to anyone via phone to help me answer questions about the charges, service, etc. I even cancelled my service with ALLTELL that my husband and I had for 7 or so years. I told them how disappointed I was that they were throwing money away hand over fist like other companies because of their customer service and mismanagement. I proceeded to tell them of my own personal experience with Baldwin Piano and Organ Company management and the sale of the only division that was making money before filing for bankruptcy.

Believe it or not, I got a call back from a very nice lady, who agreed with me that their customer service was very unorganized and that my message was heard. She told me that they really would like to have us back as a customer but understood why I was leaving.

Four years later, in 2003 my husband retired and we needed to have our own personal cell phone again. We went and talked to ALLTEL and they signed us back up. So far, I have been very impressed with the service. My husband’s phone was stolen out of our car while in SAMS store one day. The person who stole the phone was going down the list of programmed numbers and called our house and I answered the phone. They never said anything so I never knew for sure who stole it. But I immediately called ALLTEL and proceeded to report the phone had been stolen, etc. I was very impressed that #1; I got through to a person that could handle it without shipping me off to three or four other people that I had to explain the situation to. #2; the person instructed us to go to the ALLTELL office and fill out the paperwork, #3; the office helped us file the police report and we got our phone back the same day.

I tell you this because I think it is very important that we speak up to the higher level people in these companies when you keep having the same problems over and over. The ALLTEL company has improved greatly in the last 5 years and I would like to think that customers speaking out enough and to the right people helped improve that company.

Paula Williford

Thanks for the May issue of “what’s News”, the Comcast pains really hit home.

We recently sold our home and bought another. We have Cox Cable in the Phoenix area and they do provide average service, as long as you don’t move. Now the phone, internet and cable TV, are all fine with the move, yes, yes, it is the billing that sucks.

Prior to the move, I waited and spoke to a rep, defining my thoughts on the move. I was assured that this would all work fine. I would take the two set top boxes and “self-install” alias “plug

'em in yourself". There would be no problem, etc, etc. I had forgotten the problem from about three years before, when we moved.

We got moved, the TV is great, the telephone is great, and the internet is great. And they all live happily ever after, NOPE, not this time. Why can you never reach anyone in accounting but always can in sales/marketing?

So the first billing comes, remember that we did the "self" thing, and it is about \$700.00. No, this is not the annual service. Since I had not turned in the Set Top boxes, they had billed me for them. Yes, I know they told me to take them with me, that only counts if you move them within 24 hours of the call and only on Sunday..... So I called, and finally a very nice person answers who seems to genuinely want to help me. She says the magic words "just ignore it, it will fall off next month" don't you believe it, unless you are speaking of turnips. I trusted her.

Next month comes; I still have a continuing \$600 charge, a late charge and another billing for services. Yep, another too long phone call. Followed by a series of emails, to obtain documentation. After some 17 emails, the problem was cleared.

I sympathize with your issues and wish you well. Yes, it did become a challenge. Have a great day.

Charles C. Holland, Jr.

If you have anything else to add to this topic or if you need help with Customer Service issues in your company, let us know. We'd love to assist you.

Women Moving Forward

October 18-20, 2005

The last Women Moving Forward of 2005 is in October in Colorado. If you have someone to refer there is still space available. Don't forget there is a discount for multiple registrations.

Productive Relationships

August 9-11, 2005

This is the course to help you repair relationships and to learn the skills to keep them going and producing results. It has been used to assist in the smooth transitions between teams as well as giving new teams a running start.

Another usage of this program is for a problem free implementation of Enterprise Wide Software. To learn more call us.

Advanced Men's Course

September 13-15, 2005

This course assists men who are graduates of Productive Relationships in dealing with the issues they deal with on a daily basis. You must speak with John to enroll. Call him at our office, ext. #2.

Congratulations Are In Order.....

To Maryelena Meza on her promotion to R & D Section Head for Oral Care at P&G Latin America. Maryelena is a graduate of our first Women Moving Forward Class in Latin America.

To Christine Robins on her new job as Vice President of Global Innovation and Business Creation for Philips Oral Health Care.

To Jill Boughton who was promoted to R & D Associate Director for Latin American Baby Care for P&G Latin America.

To Patricia Perez-Ayala who has been named the General Manager-North America Feminine Care for P&G.

If you have something you would like to place in this section of our newsletter please e-mail us.

PUBLIC WORKSHOP SCHEDULE

2005 Courses

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

2006 Courses

TRAINING FOR CHANGE AGENTS & CHANGE AGENT TRAINERS	January 10-13	Lonetree, CO	\$4,500
WOMEN MOVING FORWARD	Feb 28 – Mar 2	Lonetree, CO	\$3,000
PRODUCTIVE RELATIONSHIPS	March 7-9	Lonetree, CO	\$3,000
WOMEN'S LEADERSHIP RETREAT	May 8-10	Edwards, CO	\$4,200
WOMEN MOVING FORWARD	June 6-8	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.***