

## Haley Pontiac GMC

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Dear Michelle,

I want to thank you for your efforts and expertise with our team. As you know, you were training: managers, service advisors, parts counter people, technicians, sales team, body shop estimator and myself.

I will tell you that your style and knowledge of your topics kept everyone engaged. It is exciting to learn while you are having fun. When I met you, I told you I wanted you to help our team learn phone etiquette and customer service that would help to build their confidence. The training was exact. What I wanted and asked for is what you delivered on.

I surveyed the people when they completed the training and received great comments. Here are a few:

- Michelle was excellent, I learned a great deal.
- I felt that everyone in my work place should have attended.
- I would be happy if she conducted another training session for us.
- It was outstanding.
- The seminar helped me understand how to handle my customers.

I will be sure to recommend you to the Richmond Automobile Dealers Association and Virginia Automobile Dealers Association. I believe that from the minute a potential customer calls any dealership the receptionist to the end recipient of the call has so much on the line. I have learned knowledge builds confidence. I am excited to be enrolling a number of my employees in another of your trainings: Grow your Business tele-class.

Thanks you again for a job well done.

Barry Moore  
General Manager  
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