

I just wanted to let you know how much I appreciated your class. It was difficult for me to believe that I could learn something new from a class about customer service. It seems we've all been told the "be nicer to the callers" story, and I wasn't expecting anything more. Today was my first day as a call receiver since returning from your class in California, and before I started my 12-hr shift I "chose my attitude". I told myself that at least for today, I would try to follow the approaches you taught us. And the most amazing thing happened! In my first 4 hours alone, I had two people thank me for being so nice. And a third asked to speak to my supervisor so he could tell them I was very helpful. I thought this might be a complete coincidence, until about an hour ago. A teenaged male called 911 saying he'd found a lost dog. My first reaction was to tell him in my "I'm more knowledgeable than you" voice that this is not a police problem. But instead, I asked a few simple questions, and determined he would need our after hours animal control number. I asked him to hold on for a quick second while I found the number he needed. He thought he had been put on hold, and I heard him say to someone in the background, "Wow, I've talked to like 4 people so far, and this is the first one that actually listened to what I said...yeah, she's finding us the number to call, this is awesome". I don't know why, but that comment really impacted me. He wasn't thanking me for getting him through a home invasion burglary, or for sending help after a shooting. But to him, I had been helpful. And I remembered why I had started working here in the first place.

I really do want to help people, from domestic violence to found puppies, I want to make a difference to people. Somewhere along the last 4 years I had forgotten that. I have become very jaded, which I think is a common thing in this profession. But now, I feel I've had a boost of work adrenaline, and I want to do and be better.

Your class was not only funny, and informative...it was also the reminder I needed for why I come to work everyday. So, thank you and I hope to be seeing you again for another class in the future.

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