

NEWS RELEASE

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MATHESON AND YOUNG SPEAK ON CUSTOMER SERVICE AT WBN LUNCHEON WORKSHOP

Rodney Matheson, MS Director of Training & Organizational Development for FMH Healthcare Systems, and Karen Young, Customer Satisfaction Research Consultant, presented "Behind Customer Service" at Dutch's Daughter Restaurant on Friday, November 16, 2007. The luncheon workshop was hosted by the Women's Business Network of Frederick (WBN).

Mr. Matheson and Ms. Young shared their experiences with determining customer satisfaction, analyzing the information, sharing it with your team, incorporating it in your strategic plan, and making the information work for your organization.

Shown in the photo with Ms. Young and Mr. Matheson are members of the Women's Business Network of Frederick (left to right): Mary Beth Johnson, Heather Bodnar, Ms. Young, Mr. Matheson, Janice Rockwell, and Cori Fedyna.

The Women's Business Network of Frederick is an organization of women business owners, entrepreneurs, and professionals who meet regularly to inform, encourage, and support women in their quest to grow their businesses. The organization is now accepting new members. For more information, visit the WBN website: www.wbnfrederick.org.

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