



Testimonial Comments from Baxter Healthcare  
Frontline Training (17<sup>th</sup> and 18<sup>th</sup> September '05):

Dear Christine, Monique & Brett,

It really was fantastic wasn't it !! . I guess we have everyone to thank for it, you the presenters, the content and all the participants. I'm so proud of the team and I'm looking forward to a long relationship with the CSIA.

Thank you

*Anthony Keyes  
Customer Support Manager  
Baxter Healthcare Pty Ltd  
Email: anthony\_keyes@baxter.com  
Direct Line: 61 2 98481134  
Mobile 0418 405750*

Just a quick E-mail to say thank you very much for organising a great weekend, the course and the presenters were excellent, making for a very positive and enlightening weekend. I think we all gained some knowledge and new ideas we can use to make our work more rewarding and efficient. A great moral booster to have us all together as well. Thank you once again.

*Amanda Mott  
Customer Support Specialist*

Thank you so much for inviting me to participate for the weekend, I found it very informative and very enjoyable. I am sure it will help Pharmacy Department and also me. I really appreciated the invitation.

*Cheers,  
Gloria*



*Australian Organisations and Professionals Seeking Excellence in Customer Service*

Customer Service Institute of Australia Limited

Postal Address: PO Box 811 Edgecliff NSW 2027

Ph: +61 2 9386 4477 Fx: +61 2 9387 4477 Email: [info@csia.com.au](mailto:info@csia.com.au) [www.csia.com.au](http://www.csia.com.au)  
ABN: 88 099 025 528

Hi Anthony,

Just a quick note to say "Thankyou!" for organising the customer service training last weekend. Jo found it very useful & enjoyable - the presenters were obviously very impressive (they had to be to impress that group!!!). I have already noticed some positive changes in telephone technique! I know it takes lots of time & hard work to organise events such as these -thanks again!

*Regards,*

*Barry.*

*Barry Parsons*

*Pharmacy Services Manager, Victoria*

*Baxter Healthcare*

Anthony,

I would personally like to thank both you and Kerry for all the hard work that went into the organisation of last weekend. Over the years I have attended many a Customer Service Conference and that always included part customer service training, part product training and whatever else the management could fit into our weekend that would be significant to us in Customer Service.

It was long overdue to have 2 days that concentrated only on what we do as a customer service/support team regarding our external and internal customers.

I believe over the years you try not to forget the professional role one should maintain however when you deal with the same people every day we adopt a more personal relationship and it is not until we have a weekend like last that we realise that we are maybe a little too familiar with our customers. Saying that there are quite a few that prefer us to be that way.

Once again THANKS...it was great and the CSIA team were the best.

Check out the website you will see all of us with our certificates and

*Big grins.*

*Jenny*

*Jenny Rook*

*Customer Support Specialist*

*Baxter Healthcare Pty Ltd*

Hi Anthony,

A huge thankyou for organising & giving me the opportunity to attend a positive & enthusiastic Customer Service Excellence Programme. Your motivation & efforts are endless, I am proud to be apart of your team – a job well done!

*Thanks again.  
Lorraine Joines  
Customer Support Specialist*

Hi Charlie

Just a quick note to thank you for giving me the opportunity of attending the Customer Service Training session conducted over the weekend. I loved it ! The training was very worthwhile and exceeded my expectations.

The program facilitators were excellent speakers and motivators, delivering highly relevant information at a pace and fun level which was comfortable.

I am confident that this valuable training leads to higher job satisfaction, increased employee motivation and increased morale among employees. Training is often considered for new employees only, but after this weekend I feel ongoing training would be of benefit and give us a greater sense of self-worth and job satisfaction.

The session proved to be of such value. I think it would be great if we be considered for future training sessions with the National Customer Service people. It would also be appreciated if we could make a visit to one of the local Renal Units in the near future to get a better understanding of the product and process.

Thanks again, I thoroughly enjoyed it!

*Harmina de Vries  
Baxter Technical Services  
3 - 5 Gibbon Road, Baulkham Hills NSW 2153  
1800 063 093 Ext'n 1561*

Hi Christine,

Anthony has forwarded to us the email from you regarding the past weekend workshop. I just wanted to let you know that I thoroughly enjoyed the weekend. You had all done such a great job of ensuring you knew your subjects - the CSIA content and Baxter as your customer. That made it so good.

I must admit I was so pumped I started reading the book Raving Fans on the flight back to QLD, and have finished it. What an easy, funny read that is! I'm now making sure I don't (ok have reduced) my quacking, and am looking at what I do and concentrating on "delivery plus one". So far I am endeavouring to answer every call as if it is the first of the day and smiling as I answer the phone.

The manual is such a useful tool and I will no doubt be referring it quite a bit over the next few weeks.

I also wanted to express how very much I enjoyed meeting yourself, Monique and Brett on a personal level. The dinner on Saturday was certainly more interesting for me by having you to talk to, and share conversation with.

I wish you all the best in all you do, both now and in the future.

Again, many thanks.

*Kind regards,  
Trish  
Patricia Mitchell  
Customer Support QLD  
Baxter Healthcare Pty Ltd*