



December 24, 2008

**TROY**

2280 Formosa Road  
(I-55/I-70 & Hwy. 162)  
Troy, IL 62294  
618.667.3454 p  
800.669.3454 toll-free  
618.667.6874 f

**MORTON**

300 East Ashland Street  
(I-74 & I-55)  
Morton, IL 61550  
309.263.4240 p  
800.397.4292 toll-free  
309.263.6150 f

**SPRINGFIELD**

2981 E. Singer Avenue  
(I-55 & Hwy. 29)  
Springfield, IL 62703  
217.525.1280 p  
800.786.1280 toll-free  
217.525.0264 f

**ST. LOUIS**

747 E. Taylor Avenue  
(I-70 & N. Broadway)  
St. Louis, MO 63147  
314.381.3800 p  
800.325.8809 toll-free  
314.381.0607 f

**ST. LOUIS WEST**

(I-70 and Hwy 79)  
8050 Veterans Memorial Parkway  
St. Peters, MO 63376  
636.978.3870 p  
800-985-0380 toll-free  
636.978.3972 f

**MT. VERNON**

621 South 45th Street  
(I-57/I-64 & Rt. 15)  
Mt. Vernon, IL 62864  
618.244.2545 p  
800.786.2545 toll-free  
618.244.6172 f

**DECATUR**

5002 Cundiff Court  
Decatur, IL 62526  
217.877.0152 p  
217.877.0207 f

To Whom It May Concern:

I'm writing this letter to describe what a positive experience my company has had in working with Dawn Mushill of Customer Service and Beyond.

Truck Centers, Inc. hired Dawn to bring her expertise to our team on customer service. She worked with our team on many different projects in order to accomplish our goal of "WOW" customer service. Over the year, she did secret shopping and management meetings on her experiences. She did all employee meetings on different topics relating to customer service. She sent us weekly newsletters and tips for the whole company. She put on trainings for us for specific departments designed around their needs.

In all of these, Dawn went well above and beyond my expectations. Truck Centers has 5 locations through Illinois and Missouri. Dawn would drive in the middle of the night to our northern locations in order to be there for meetings that worked best for our team. She had great suggestions and ideas all through the process and was always willing to go the extra mile to make this successful.

Dawn seemed as vested in our success as we were!

The best part of all is that Dawn did reawaken our entire company to the importance of customer service. I have noticed a tremendous difference in how our employees interact with our customers and among themselves. And our customers have also noticed this, which is of course, the most important testament.

I highly recommend any company to consider hiring Dawn Mushill / Customer Service and Beyond to take the company to much higher level of customer service.

Sincerely,

Katie Hopkins  
Executive Vice President