

April 15, 2015

I would highly recommend Dawn Mushill's "Customer Service and Beyond!" program for your public library staff, or any group that would like a refresher for excellent customer service.

We first experienced Dawn's program at an Illinois Library Association Conference where she was one of the keynote speakers. She was able to provide a very lively and inspirational program for a very large group. She was just as effective for our group of 30 public library staff members at the Edwardsville Public Library.

Using anecdotes and video slides – and plenty of humor – Dawn reminds us all what it means to provide wonderful customer service every day in a public organization.

If you're ready to fire up your staff and rekindle motivation, Dawn Mushill provides a great service. We had lots of good feedback from our staff and would highly recommend her.

Thanks you,



Susan Carr
Librarian Director
Edwardsville Public Library
Edwardsville, IL 62025

susanc@edwardsvilibrary.org
ph 681-692-7556 ext 6

