

Congratulations

Jessica and Rachel

■ Rachel Broumas of Bel Air and Jessica Scott of Abingdon, employees at A Better Answer in Bel Air, attended an awards program at the Atlantic States Telephone Answering Association coaching clinic held in Baltimore.

Each employee received a Customer Service Representative Certificate for successfully completing the Certified CSR Program, sponsored by the Association of Tele-Services International and the Canadian Call Management Association, in conjunction with the Atlantic States group. Forty attendees from across the United States and Canada attended the

two-day conference.

Prior to attending the program, Broumas and Scott participated in intensive training sessions conducted by ABA operations management Divina Flores Dominguez. They successfully completed programs in call management, positive phrasing and how to effectively process calls from angry callers. The CSR Certification makes Broumas and Scott eligible to participate in the ATSI program for Supervisor Certification.

A Better Answer Inc. is a member of the Atlantic States Telephone Answering Association, Association of Tele-Services International and Canadian Call Management Association.

ABA employs 23 local men and women. The firm was awarded the ATSI Award of Excellence in 2006 and 2007 for outstanding and professional service.