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| John Smith June 1, 2018  Vice President Worldwide Support  AJAX Inc.  500 Main St  Boston, MA 02115  Dear Mr Smith  **Congratulations!**  **It is our distinct pleasure to inform you that Ajax’s is recognized for certifying their customer support and consulting group employees in Soft Skills training course (CEMPROCFG) with a rating of 95% for 2018.**  **The 2018 CEMPRO Award** recipients will be announced in a news release sent to leading business and trade publications, will be featured on our website, and special dinner presentation at our SCORE Conference. We encourage your company to publicize and promote your CEMPRO Award to all stakeholders and prospects.  **CEMPRO** Award was created in 2010 to recognize organizations who not only offer exemplary service to their customers, but who also center their existence on a deep commitment to continuously exceeding customer expectations, by providing certified employee training in customer relationship skills. Such a customer-centric culture is critical component of a company’s DNA, which is built on the principles of respect, empowerment and trust in employees. The award recognizes those organization’s who successfully provide their employees with a workplace that motivates, training that raises customer service awareness – competence – operational practices, where customers are valued and relationships are maximized.  The process of determining recipients begins each calendar year in January and closes in late December. Employee training test ratings are reviewed in categories such as technical support, field service, account management, professional services, customer training, depot repair, customer service / support, and others.  To qualify for the CEMPRO Award a company has to have trained all employees within a given customer facing group and 90% must achieve a minimum test score of 80%. CEMPRO Award proudly salutes, supports and recognizes those organizations…*who train their employees to continuously exceed their customers’ expectations.*  **We again congratulate you and your “CEMPRO team” for this outstanding achievement.**  Sincerely, Sincerely,    Bill Moore John Alexander Maraganis  Chief Customer Officer | C:\Users\Diane Plante\Customer Relationship Management Institute LLC (CRMI)\CRMI - Documents\_Hard Drive Files\Old Omega files\Administrative\LOGOS\CEMPRO Logos\CEMPRO Award_Best Corp.bmp  C:\Users\Diane Plante\Customer Relationship Management Institute LLC (CRMI)\CRMI - Documents\_Hard Drive Files\Old Omega files\Administrative\LOGOS\CEMPRO Logos\CEMPRO Award_Best Corp.bmp  C:\Users\Diane Plante\Customer Relationship Management Institute LLC (CRMI)\CRMI - Documents\_Hard Drive Files\Old Omega files\Administrative\LOGOS\CEMPRO Logos\CEMPRO Award_Best Corp.bmp  CEMPRO_Logo_TagLrge_highres  CEMPRO_Logo_TagLrge_highres  CEMPRO_Logo_TagLrge_highres |