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Contact: Janet M. Letourneau
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Local Expert Presents At HRMRI November Breakfast Meeting

Janet M. Letourneau, M.B.A., CPBA; President of Peak Performers, Inc. will present at the Human Resources Management Association of Rhode Island breakfast meeting on November 15, 2006.

She has spent her career serving customers and motivating customer service teams to consistently "raise the bar" toward service improvement. As a Customer Service Professional for twenty years, Janet has restructured and groomed customer service teams in assorted industries including Retail Banking, Sporting Goods, Craft & Hobby, Electronics Packaging and the Ophthalmic Industry.

Janet's topic is "Satisfying Internal Customers! What's Your Reputation?" The topic covers the needs of all employees who have customer/supplier relationships within their organization. And the relationship between internal customers impacts the successful delivery of quality goods and services to the end user, your external customer. Individual reputations within an organization can make or break the success of a department and/or organization.

The Human Resource Management Association of Rhode Island was formed to promote effective, value-added, professional human resources practices and to provide members with a wide variety of professional development opportunities and a networking forum.

For more information about this event contact Janet at 508-699-4415.