

Client Testimonials

"I have never heard such a dynamic, real, heartfelt, passionate presentation on Customer Service in my 20 years of working in a customer service/Human Resources arena. Vivian exuded an overwhelming sense of positive energy and enthusiasm for customer service. Some of my peers who attended the first session phoned from the seminar and set the expectation of it being a wonderful and insightful seminar. Imagine attending a seminar after lunch, on a summer afternoon, aware the presenter has to present the same information all over again. I'm thinking boring --- right? Not only did I stay mesmerized and literally hang on every word Vivian stated, she also inspired ideas and thoughts in me that have not been sparked in a long time. Feel free to share with the world!!!"

- Marcel Adams, Health & Disability Management Representative, Human Resources, Spectrum Health, Grand Rapids, MI

"Just wanted to drop you a note on behalf of the company to say thank you for all of your work this week. The feedback has been fantastic and we are delighted with the success of the week."

- Conference Center, London, England

"Thank you once again for your time yesterday it was incredible. In the last 15+ years in management and attending several leadership, personal development or other training programs, your training yesterday by far ranks among the top! Your style, humor and ability to relate to the audience were very impressive. Plus the topic is right on Q!"

- Golf Club, Atlanta, GA

"We worked with Performance Solutions by Design to create and implement our Service Excellence initiative. Theo's guidance, support and participation have been invaluable"

- One of the Top 10 Defense Practices in the Nation, Atlanta, GA

"Ms. Bright exceeded our wildest expectations. Our training program, 10 day countdown and deliverables were so successful, that we have already been asked to share the program nationally with future projects. We received phenomenal feedback from our new staff, the trainers and our General Partners.

I enthusiastically and highly recommend Ms. Bright and Performance Solutions, Inc. for training, mission statement customization, train the trainers' education, countdown organization and implementation, problem resolution, role playing and actual training presentations. We hope to work with Ms. Bright and Performance Solutions, Inc. in the future."

- Property Manager, Luxury Condominium, Boston, MA