

# The Front Line Program

## Meet the Trainers



Delivering Exceptional Customer Service on the Front Line

### Jan Pezarro

Jan leads organizations to a customer centric approach by teaching them to capture and share customer knowledge and transform their business processes. Her senior executive experience includes President & CEO West Coast Express, COO Stratford Internet Technologies, Vice President Marketing & Customer Services TransLink, and Executive Director Marketing & Sales Blackcomb Skiing Enterprises.

### Richard Casavant

Richard brings more than 20 years experience in HR consulting and people development, with an emphasis on high performance work teams and service delivery systems. He built GE Aerospace's high-involvement work teams in one of Jack Welch's two manufacturing plants and worked as an adjunct professor at several colleges in the US. Richard brings a dynamic approach to programs through a keen sense of facilitation which has groups achieving breakthrough results.

### Alessandra Ringstad

Alessandra is a professional trainer and career coach. She has an impressive record of achievement in corporate and language training and career counselling. Local and overseas experience in the service and training industries allows her to achieve extraordinary results in a variety of environments. Alessandra is a certified True Colours Facilitator and a certified Profitability Play Facilitator.

*For a complimentary consultation or to schedule Customer Service Training for your team contact us at:*

**Quay Communications Inc.**  
1810 Alberni St-Suite 202  
Vancouver, BC V6G 1B3  
604.689.1482 [info@quaycom.com](mailto:info@quaycom.com)  
[www.quaycom.com](http://www.quaycom.com)



### Quay Communications Inc.

Quay is a management consulting firm specializing in strategic planning, marketing and corporate development.

With more than 25 years experience in the service industry, Quay has a profound understanding of customers, business principles and organization dynamics. This has led to the development of proprietary systems and tools in support of improved customer relationships and profit building strategies. Quay has successfully delivered customer service training for West Coast Express, BC Ferries, JFK AirTrain, and GO Transit.