



## PRESS RELEASE

### *Career T.E.A.M. Hartford Earns “Very High” Score on Customer Service Survey*

**Hartford, Connecticut January 2011-**

*Career T.E.A.M. Hartford, scored “very high” on the One Stop Customer Satisfaction Survey, administered at Capital Workforce Partners’ One-Stop locations. The survey is designed to determine the level of customer satisfaction with the services delivered by Career T.E.A.M., Capital Workforce Partners’ contracted partner for core services. Career T.E.A.M. manages core services in the following One-Stop Centers in Connecticut: Hartford, Enfield, New Britain, and Manchester. According to the report, “The American Consumer Satisfaction Index (ACSI) across all locations result of 87.8 demonstrates a level of satisfaction with the One-Stop Centers on the high/upper end of the satisfaction continuum. In comparison, the national index result across all industries is 75.9.”*

The report states further, “There is a high correlation between customers’ response to the question related to ‘depend on the One-Stop staff to serve me when I need them’ and the ACSI index. This question is a key driver in the high ACSI result and demonstrates the crucial role staff plays in strong customer satisfaction”. Mary Hennessey, Site Coordinator for the Manchester CTWorks office stated, “*Career T.E.A.M. is known for its exceptional customer service so our high score wasn’t surprising. It’s truly rewarding to know that our job seeker customers are receiving the level of service they deserve and that they can depend on us to consistently deliver exceptional service.*”

