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#### **Motivated Staff & Exceptional Customer Service Key To Growth**

Ms. Reed further states, "These are two of many more business and personal success products to be released by our publications company, KRA Publications. We will continue providing products that assist companies and individuals toward higher levels of professional and personal success."

With helping clients to improve customer and staff retention being the specialty of Kennette Reed & Associates, earlier this year, they announced the addition of success coaching to their service offerings. "By late July, we will be releasing at least one other product (possibly two). One of these products will be a workbook/guide, and the other planned release is a book. Both products will provide our current and future clients/customers with tools to support their business and personal success.", said Ms. Reed.

The newly released CDs, and other products, are available on the company website [www.retentionexpert.com](http://www.retentionexpert.com). Ms. Reed is a consultant, trainer, nationally known speaker, success coach, and author. She is also the publisher of two popular monthly electronic newsletters, "Customer & Staff Connections" and "Success Moments". Subscriptions are available at <http://www.topica.com/lists/customerconnections> and <http://www.topica.com/lists/successmoments>.

Kennette Reed & Associates is located in San Leandro, CA, and assists companies to improve retention and increase profitability by improving staff performance and resiliency. For additional information about their services, visit the company website [www.retentionexpert.com](http://www.retentionexpert.com) or phone (510) 888-9950.

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