



Customer Contact and Call Center Services

What We Do

Trostle & Associates Ltd is a nationally recognized business consulting firm offering a complete range of consulting and training services to the business community nationwide.

Key Project Types:

- Operational assessments
- Process mapping and re-design
- Quality programs
- Performance management programs
- Change Management
- Leadership training

Client Profile

We look for clients who want to:

- Achieve greater productivity and profitability
- Deliver award winning service
- Develop or refine quality programs
- Design and implement performance management programs

How We Work We focus on four key areas: people, customers, operations and technology

We recommend both short term means to achieve success ("quick wins") as well as longer term strategies and tactics...all adding value to the bottom line.

Our Business Model - Our project teams are made up of experts in their fields. We bring a qualified team to each engagement specific to our clients needs. Our contracted consultants each bring a minimum of fifteen years hands-on experience to the table. In addition we serve as sub contractors to companies requiring our special skills for their projects

What Our Clients Say

"...Thank you for the work you did for La Quinta Reservations Service. The changes you made in our training program have already been a factor in reducing turnover. We also appreciate the redevelopment of our recruiting process. We have seen a marked improvement. Finally thank you for your professional and efficient approach to our employee survey and focus groups. The summary and data collected was excellent."

Jackie Burke, Vice President

LaQuinta Reservations

"... Your knowledge and experience helped us establish our National Call Center and how it should function in line with industry standards."

Davy Tyburski, VP Customer Relationship Management,

KCI USA

Trostle & Associates, Ltd.
PO Box 781973
San Antonio, TX. 78278
210-492-1887 – www.trostle.com – info@trostle.com
Certifications – WBE – SBE – HUB

Why Trostle & Associates, Ltd?

For the sake of your business, select a partner with 30 years of hands on experience designing and running award winning customer contact organizations. We at Trostle & Associates have *been there and done that!*



...Clients

"...Thanks for your work with our team. Your grasp of best business practices was a factor in the great results. Your firm made our goals your goals as we worked through this project. Your report clearly identified our strengths, opportunities for improvement as well as providing a clear roadmap for Phase II. "

Mike McGwin, Director Customer Service

San Antonio Water System

Typical Engagements

- **Ad Graphics** – Sub Contractor -Texas Electric Choice project – hot line- for the Texas Public Utility Commission
- **Farmers Insurance** – Assessment, process improvement, job descriptions, policy & procedures,
- **Holland & Davis Inc**, Sub Contractor – Harcourt Quality Improvement – Performance Standards project
- **H-E-B Grocery Company** – Assessments, Help desk, customer relations, .com service center
- **Karta Technologies** sub contractor - SME for SBC help desk program
- **Kinetic Concepts (KCI USA)** – Service Center re-design, developed job descriptions, policies and procedures
- **LaQuinta Inns** – Assessment and QA plan. Developed training program and recruiting process
- **San Antonio Water System** – Process improvement, performance standards and reporting
- **Tesoro Petroleum** – 2006 Project team contracted to design and implement a service center in San Antonio TX Including process redesign and mapping, development of job descriptions, policies and procedures and staffing.
- **Desert Glory** – Developed & delivered a ten-week series of Lunch & Learn workshops