



ITA's CCSC Holds Celebration to Coincide with Customer Service Week

Washington, D.C. – Happy employees create positive experiences and that translates to happy customers. That's the guiding principle behind ITA's Consolidated Customer Service Center's (CCSC) recent Customer Service Week activities, said CCSC director, Deb Bouslog.

Coinciding with National Customer Service Week, CCSC's celebration engaged employees highlighting their outstanding support they provide to customers inside and outside the National Capital Region.

ITA's CCSC and its employees are responsible for providing top-notch customer service to some of the most important and influential players in the Department of Defense. In such a key customer service role, CCSC agents are called upon to make sure a customer's first interaction with ITA is pleasant and meets our vision of providing an unparalleled customer experience.

CCSC leaders chose to honor their dedicated staff members with an event to celebrate their outstanding service to ITA's customers. Throughout the week, CCSC's employees participated in team building and celebratory activities including a cookout, giveaways and prizes, and themed days.

Celebrated annually in the first week of October, National Customer Service Week was created to raise awareness of the importance of treating your customers well. As customer service representatives often act as the face of their organization, National Customer Service Week recognizes their hard work and reenergizes employees to encourage continued service excellence.



ITA CCSC staff members participate in a theme day as part of their celebration of National Customer Service Week. From left to right: Sharon Richards, Whitney Joseph, Stephanie Manzek, Vathana Say, and Joy Lowder.