

# DWP Customer Service Graduation

**■ DWP's Customer Service program has a graduation ceremony, celebration.**

*Photos by Robert Larios, Director of Communications and Marketing*

DWP — The DWP's Customer Services reps go through a rigorous training program to prepare them to deal with customer needs efficiently. The most recent class of trainees had a graduation ceremony Aug. 20 at the DWP's Customer Contact Center in the John Ferraro Office Building.

Many of the DWP's top management congratulated the graduates, who will work in the Customer Contact Center. The ceremony included the presentation of certificates for completion of basic customer service procedures. Words of wisdom came from trainers, leads and supervisors.



**The trainers and graduates were:**

- Jackie Griffin, Trainer, Club Member;
- Claudette Wickerp, Trainer, Club Member;
- Alicia Marquez, Graduate, Club Member, Club Rep;
- Karen Orellanes, Graduate, Club Member;
- Imelda Vega Perez, Graduate, Club Member;
- Yvonne Morales, Graduate, Club Member;
- Cristina Reyes, Graduate, Club Member;
- Daniel Jacot, Graduate;
- Rene Anderson, Graduate, Club Member;
- Damon Gangi, Graduate, Club Member;
- Kathy Fuller, Graduate, Club Member;
- Denis Jefferson, Trainer;
- Corliss Love, Trainer;
- Robert Covertson, Graduate;
- Estela Garcia, Graduate;
- Greg Lachelli, Graduate;
- James Ocello, Graduate, Club Member;
- Gabrielle Robinson, Graduate; and
- Pamela South Mayfield, Graduate, Club Member.

Congratulations to the graduates, and thanks to Kevin Shost, Norma Castillo, Sharon Keys, Betty Carlton and Alicia Marquez for their assistance.



Kevin Shost, DWP Executive, Customer Contact Center Manager, Club Member.



Sharon Keys, DWP Executive, Club Member, welcomes new graduates.



Estela Garcia, Graduate, proudly holds her certificate.



Karen Orellanes, Graduate, Club Member.



Damon Gangi, Graduate, Club Member, receives his certificate.



From left: Kevin Shost, DWP Executive, Customer Contact Center Manager, Club Member; Rene Anderson, Graduate, Club Member; Jackie Griffin, Trainer, Club Member; and Sharon Keys, DWP Executive, Club Member.



Kathryn Fuller, Graduate, Club Member, holds her certificate of achievement for completing basic customer service procedures.



James Ocello, Graduate, Club Member.



Greg Lachelli, Graduate.



Daniel Jacot, Graduate.



Gabrielle Robinson, Graduate.



Yvonne Morales, Graduate, Club Member.



Alicia Marquez, Graduate, Club Member, Club Rep, receives her certificate of achievement.



Cristina Reyes, Graduate, Club Member.



Imelda Bega Perez, Graduate, Club Member.

**Would you like a pen with your company's name on it? How about a coffee mug or a mouse pad?**

We can print your name or logo on anything including the following:  
 Coffee Mugs, Pens, Watches, Clocks, T-Shirts, Magnets, Key Tags, Awards, Baseball Caps, Golf Balls, Mouse Pads and More!

**Call 213-689-4662**  
 (T-shirts, mugs, pens, pens, pens...)

**ROSENLOD Marketing Group**  
 101 E. San Street Suite 414  
 Los Angeles, CA 90071  
 TEL: 213-689-4662 Fax: 213-689-7610  
 E-MAIL: info@rosenlod.com

[www.RosenlodMarketing.com](http://www.RosenlodMarketing.com)

**PROTECT YOUR RETIREMENT!**

All it takes is one long-term care incident or wipeout all that you've saved for. Protect what you've worked so hard to accumulate. protect it with Long Term Care Insurance from the City Employees Club. Coverage runs from \$48,000 to \$1.2 million. We've been protecting City Employees for over 77 years, will be today to see what's right for you.

Call us today at:  
**(213) 620-0388**  
 and ask to talk to our Long Term Care Specialist.