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PRESS RELEASE

Bayard Management Group, LLC Wins Bid To Provide Customer Service Training

New Orleans, January 2013

The Bayard Management Group, LLC has been hired by the Louisiana First Planning District of the Workforce Investment Act to provide customer service training to eight parishes in south Louisiana.

The firm won a competitive bid process that sought a nationally certified customer service training program with proven results.

The Bayard Management Group facilitates the "Winning Through Customer Service Program," an eight to twelve hour intense customer service training, that develops individual and team customer service skills in establishing a professional relationship, identifying how to help the customer, providing the required assistance, and completing the customer service transaction and following up.

"Employees should act with deliberate insight to address customer needs and decrease customer dissatisfaction," said company President/CEO Dr. James Gilmore.

To learn more about the Bayard Management Group visit www.bayardmanagement.com.