

From: [Christian, Ashley](#)
To: [Christian, Ashley](#)
Subject: New Online Customer Service Course
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Dear System Training Coordinators:

A new online course entitled *The Texas A&M University System: A Culture of Service* (course no. 2111241) is now available in TrainTraq. This course is applicable to all employees within the System, regardless of their position. It was designed based on requests and input from all System members and serves as an introduction to basic customer service principles and the importance of customer service to the success of the Texas A&M University System. This course is not System-required, but you may choose to require it based on the individual strategic goals and initiatives of your System member.

Please work with interested parties within your organization to determine who (if anyone) needs to be assigned this course. If you need to develop assignment rules, please contact Pat Hsieh (phsieh@tamu.edu, 979.845.0077).

Thank you again to all who shared their current customer service classroom training materials, other resources, and list of needs. Special thanks also goes to Tara Seely and Cindy Baxter from TEES and Carolyn Sandoval from TAMU for serving on the project development team. I hope this course proves to be beneficial for many across the System and that the customer service curriculum can expand over time to further improve the service our employees provide to both internal and external customers.

Make it a great day!
Ashley

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