

# CWA

## Customer Service Professionals

### ~We Make the Difference~

Every day, CWA Customer Service Professionals bring our communications skills, problem-solving abilities and dedication to the job - and that makes all the difference for customers and the bottom line of our employers.

We don't work in an easy environment. In fact, everyday, we manage sales and performance pressures, monitoring and stress to provide the high road quality service that customers expect.

During Customer Service Week, October 1-5, CWA celebrates customer service members who are so vital to the success of our employers.

Our employers know this too, and that's why CWA has been successful in negotiating the return of more than 2,000 Tier 1 DSL support positions from outsourced and off-shore venues and in gaining hundreds of new airline reservations jobs, with more slated to return from overseas.

CWA Customer Service Professionals: We're Getting the Job Done Right  
Customer Service Professional Week October 1-5, 2007



**Communications Workers of America**  
*The Union for the Information Age*