

## Video Transcript for "The Voices of SPA"

(from [www.GeorgiaCustomerService.com](http://www.GeorgiaCustomerService.com))

"Ghandi said a customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not an interruption in our work; he is the purpose of it. He is not an outsider in our business; he is part of it. We are not doing him a favor by serving him; he is doing us a favor by giving us the opportunity to do so. Hello, I am Marcia White, the State Personnel Administration Customer Service Champion. We at SPA want to provide our customers with such a high level of service that they will go out and tell others. Now I am pleased to introduce The Voices of SPA."

SONG: "YOU CAN COUNT ON ME"

(Words by Sencira Williams & Valencia Timmons)

Men:            You can count on me  
                  You can count on me

Ladies:        If you have a problem you don't understand

Men:            You can count on me  
                  You can count on me

Ladies:        To always be there for you to lend a helping hand

Men:            Count on me for  
                  Technology Solutions, Financial Services  
                  Workforce development to name a few

Ladies:        Programs, Policies, Total Rewards  
                  Excellent service we'll provide for you.

Men:            You can count on me

Ladies:        You can count on me

Men:            You can count on me

Ladies:        Count on me

Men:            You can count on me

Ladies:        Count on me

Men:            You can count on me

ALL:            YOU CAN COUNT ON ME....