
THE STRUCTURED SETTLEMENT REPORT

July 2002

Summit Settlement Services, Inc.

(888) 673-8853

SERVICE

What does that mean?

My daughter, Kelly, asked me the other day, "Mom, why do people come to you?" Now, being the mother of a 13-year old teenager, I did not want to get too technical and involved for fear of losing her interest. I therefore replied, "I would say the main reason is because of my good service." Kelly thought for a moment and responded analytically, "Well, Mom, don't all people provide service?" I was thunderstruck for a moment. I agreed with her that many people provide services in some manner. I mean the store clerk provides a service to me, as does my mechanic, or the electric meter reader. I was proud of her reasoning on the issue.

I responded to her by saying that it is true. We are all here to serve in one capacity or another. The real difference is how a person, or a company, chooses to provide a service. Will I be the waiter who forgets to put lemon in the iced tea, or the checker who half-heartedly rings up purchases, or the office

worker just putting in my time until retirement? On the other hand, will I be the waiter who makes sure you have plenty of coffee refills, the checker who quickly rings up your purchases and bags them for you, or the office worker who proposes new ideas to help the company? So many people go to work each day, put in their eight hours and leave with an empty feeling of just another day done. Then there are others who go to work each day wanting to make a difference. These are the people who try to find novel and innovative ways to improve a process or design. These are the groundbreakers of our community.

The purpose of this article is to ask you, "Am I serving your needs? Is there anything I can do to improve my procedures to better serve you?" Ideally, I would be able to anticipate your needs and provide the answers before you can utter the question. As an alternative, my objective is to provide timely, complete, and accurate service

to you at all times. I remain open to hearing from you on ways to improve my service, policies and procedures.

Thank you for giving me an opportunity to work with you on the structuring of your cases.

Best personal regards,

Dorothy

Available 24/7

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