

MARINA'S CUSTOMER SERVICE SAVES THE DAY

"I could sense the panic in her words"

"I got a message from Katie on Monday morning and I could sense the panic in her words," said Marina Ortiz Munoz, EGPS customer service specialist. It was Monday morning, just before lunch. The customer, Kathie Murphy, coordinator, Choral and General Music, said she "dropped the ball" on submitting the text for EGPS to design and print an eight-page Honors Chorus program. The performance was scheduled for Wednesday, February 27.

Marina was committed to doing whatever she could to make it happen, even though EGPS generally requires two weeks for the process from request to printed product. She approached graphic designer Ginita Gonzalez-Kabwasa to check on her schedule. (Ginita is usually assigned to design for these performance programs.) She then ran to William Cabell, print supervisor, to plead her case. "They three agreed to make it happen. They did. The program was printed and delivered to Kathie Murphy's office the next morning, "So the children would have their program in time for the concert," Marina said with a smile and a whisper of pride in her voice.

"The customer is so easy to work with, and it's a pleasure for me to be able to please her. It is my passion," she explained. "And the students and their families deserve to have a memento to help remember the performance." Here is how the customer expressed her gratitude for the service she got from Marina and the EGPS Print Shop.

February 25

Good morning!

... As far as I am concerned, all of MCPS should know about Marina. I will start by stating that it has been such a pleasure working with Marina. She is always kind, courteous, and a consummate professional. I would specifically like to share with you what happened over the last 24 hours. I use EGPS to print several items throughout the year including programs for our countywide ensemble concerts. I strive to make sure that EGPS has 2 weeks (Kathleen Williams trained me well!). For this concert, I completely dropped the ball. The concert is tomorrow and I woke up in a panic yesterday, realizing that I had never submitted the program to EGPS. I reached out to Marina with apologies and asked if it would be possible for a graphic designer to just create the program and then I would create a QR code for parents to access at the concert.

Her response, as usual, was kind and courteous and, without promising anything, asked how many copies I would need if she could get it to print. She worked some sort of magic, and (fast forward to the end of the story) I have the programs in my hand this morning. In the course of 24 hours, she made sure that our students and their families and loved ones would have a program that they could keep and cherish. I'm sure I do not need to tell you how important it is for families to have mementos of certain milestones in their children's lives. I'm honestly dumbfounded in the best possible way that she was able to make this happen and I felt strongly that someone else needed to know.

So, thank you, Marina! On behalf of the students in the MS Honors Chorus and their families, you have helped to make this an event that will be remembered for years to come.

EGPS delivers every time.

