**To:** Roger M. Karjala <r.m.karjala@firstbank.com>

**From:** Keiko Kurtz <k.kurtz@firstbank.com>

**Subject:** Suggestion for Improvement of Customer Relations

**Cc:**

Roger,

Because of the fact that you asked for suggestions on how to improve customer relations I am submitting my idea. I am writing you this message to let you know that I think we can improve customer satisfaction easy by making a change in our counters.

Last December glass barriers were installed at our branch. There are tellers on one side and customers on the other. The barriers have air vents to be able to allow we tellers to carry on communication with our customers. Management though that these bullet proof barriers would prevent and stop theifs from jumping over the counter.

However there were customers who were surprised by these large glass partitions. Communication through them is really extremely difficult and hard. Both the customer and the teller have to raise there voices to be heard. Its even more of a inconvenience when you are dealing with an elderly person or someone who happens to be from another country. Beyond a shadow of a doubt, these new barriers make customers feel that they are being treated impersonal.

I did research into the matter of these barriers and made the discovery that we are the only bank in town with them. There are many other banks that are trying casual kiosks and open counters to make customers feel more at home.

Although it may be easier said than done, I suggest that we actually give serious consideration to the removal of these barriers are a beginning and initial step toward improving customer relations.

Keiki Kurtz

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