

# PINNACLECARE

250 West Pratt Street  
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At PinnacleCare, where superlative customer service is essential to our business philosophy, we found Bryan's training to be informative, exciting and useful. Everyone who attended his seminar came away with ideas to better their approach to our Member service. And Bryan's clear, witty delivery made this essential learning an enjoyable process. We all look forward to adapting his ideas in the months ahead.

Ellen Maidman-Tanner  
Vice President, Member Relations