



PARKVIEW HEALTH

To Whom It May Concern:

My association with Karen Hickman and her business, Professional Courtesy, LLC has been over the past 2 years in my role as Service Excellence Manager for Parkview Health and Parkview Physicians Group. I have interacted with Karen in professional settings and in one-on-one meetings, as well as having been a participant in her Train-the-Trainer programs.

People tend to categorize etiquette and protocol as “stuffy” or “unapproachable”. Karen is the epitome of professionalism, as well as the expert in etiquette and protocol, while being warm and engaging. She has related extremely well to the Parkview team, from our senior leadership to front-line co-workers, and physicians and board members. Her personal experience and relationships in the healthcare community is an asset in her engagement with Parkview.

I highly recommend Karen Hickman to any organization who seeks to learn professional etiquette and protocol or who wants to improve their customer service experience. For more information, please feel free to contact me directly.

Sincerely,

Lori Strahm Helmkamp
Service Excellence Manager
Parkview Health and Parkview Physicians' Group
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