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Contact:

Caryn Cuturic
Marketing Manager
24090 Detroit Road
Westlake, Ohio 44145
Phone: 440.250.2186
Fax: 440.899.1618
E-mail: ccuturic@shamrockcompanies.net

THE SHAMROCK COMPANIES' DOUBLY HONORED FOR WORLD CLASS CUSTOMER SERVICE

July 1, 2009 – The Shamrock Companies, Westlake, OH, was among 30 Northeast Ohio organizations to receive Smart Business Magazine's 2009 World Class Customer Service (WCCS) award. The Company was also honored for "Zero Risk" customer service among an elite 10 organizations recognized for category specific awards. The WCCS Award program serves to raise awareness of the importance of customer service in the business world, recognize organizations that demonstrate exceptional customer service, and share best practices in customer service from those that do it best.

"Shamrock is thrilled to be recognized with these prestigious awards" says Tim Connor, President. "The goal of each and every one of our employees is to make every customer a "Raving Fan" of our company. This recognition supports and strengthens our mission to provide an unmatched customer experience."

In addition to being honored with a World Class Customer Service Award, Shamrock earned the "Zero Risk" service recovery category award which recognizes the Company's ability to handles service issues to assure customers that they have "no risk" doing business with the company in the future. Shamrock's Raving Fan Feedback System, an automated method of analyzing service quality, turnaround time and customer relations on a constant basis, is designed and utilized to guarantee Zero Risk.

The Shamrock Companies, Inc., established in 1982, is a \$70 million marketing and project management firm headquartered in Westlake, Ohio, with 23 offices located across the United States. For more information, visit www.shamrockcompanies.net.

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