



LIGHTHOUSE CATHOLIC MEDIA

LIGHTHOUSE CATHOLIC MEDIA ACCOUNT MANAGER'S PROMISE TO YOU

My name is _____

My phone number is _____

My email address is _____

I am your Lighthouse Catholic Media Account Manager, an independent associate. We specialize in promoting the Catholic Faith through high quality presentations on audio CDs and MP3s from many of the best Catholic speakers in English and Spanish. But our services don't end there. We want to help you get the most out of your investments.

As your Lighthouse Account Manager, I promise to:

1. Pray for your parish and the needs of the parishioners.
2. Answer all of your questions regarding our products and programs.
3. Place all orders for you and upon request, supply you with an itemized written quote for your review and approval.
4. Follow up on requests and inquiries and make sure they are handled to your satisfaction.
5. Keep you up to date with the newest CD titles, our latest products and programs, and upon request, provide you with a clear and thorough explanation of them and all the ways in which they can be utilized to raise the understanding of and love for the Catholic Faith.
6. Help with launches hands-on if requested and if possible, provide announcements for the pulpit and for bulletins, make suggestions for best success and assist in any other way that would help.
7. Keep all customer related information in the strictest confidence, and not share your personal information with anyone not associated with Lighthouse Catholic Media.
8. Strive to meet or exceed your expectations by providing you with the courteous and prompt professional service that you deserve, including reliable information, and always operate with the highest ethical standards in all of our business transactions.

Please continue to assess my performance. My goal is to help the pastor reach his goals. If for any reason I do not fulfill my commitment, please feel free to let me know! I can only rectify that of which I am aware. If ever you cannot contact me and need to place an order quickly or have urgent questions, you are welcome to call my Division Manager:

Name _____ **Phone** _____

Email _____

Date _____