



## Past Performance

### LaGuardia Airport, Terminal B

\*World's Best New Airport Terminal 2023

\*5-Star Airport Terminal

- ∞ Facilitated live customer service training for team members – retail, restaurant, contractor, airlines, and TSA.
- ∞ Conducted customer service audits across teams.

*\*Skytrax Ratings is a global evaluation system that rates airlines & airports on their quality standards.*

### JFK Terminal 4, JFKIAT/SSP America

- ∞ Conducted 360° Customer Service Intensive: dine-in restaurant observations, performance analysis, gap identification, solutions proposal, on-the-spot coaching.

### PRISMA Health; Carolinas Credit Union League; SC Vocational Rehabilitation; Midlands Technical College; SC DHEC; SCANA/Dominion Energy; Univ of SC

- ∞ Professional Development Trainer
- ∞ Keynote Speaker
- ∞ Regional Conference Moderator
- ∞ Executive Coach

## Core Competencies

**PhenomComm** develops and delivers end-to-end training solutions – from observation & design to live facilitation & coaching to performance review & assessment.

- ∞ Instructional Curriculum Design
- ∞ Live Training Facilitation
- ∞ Performance Review & Coaching

## Differentiators

- ∞ 20+ years in talent development – full training cycle from start to finish.
- ∞ Seasoned expertise in developing content and delivery methods that garner results.
- ∞ In-depth understanding of performance motivators for present-day talent pool.

**MWBE:** NYC, PANYNJ

**NIGP:** 918-38, 924-60, 961-61, 924-35, 924-05, 924-16

**NAICS:** 611430, 611699, 541611, 541612

**SIC:** 8742-28, 8742-64, 8742-33

*PhenomComm grooms your team to be exceptional.*

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