

HUB Pen's Colleen Bibby Named a PPB Service Superhero



HUB Promotional Group's Hub Pen Company is pleased to announce that customer service representative Colleen Bibby has been named one of 2018 PPB Magazine Service Superheroes. Colleen joined Hub Pen over five years ago, where she quickly became an integral part of the customer service team. Just three years later she was named the SAAGNY Customer Service Rep of the year by her customers in New York.

"I love trying to help other people with their workload and helping move our customers' orders along," says Colleen. "Service excellence is very important to me."

PPB, published by Promotional Products Association International (PPAI), has been recognizing Service Superheroes since 2011. "A common theme in many of this year's nominations was a commitment to do whatever it takes to solve problems, correct mistakes and make the customer – both internal and external – truly happy with the results," says PPB Editor Tina Berres Filipski.