

Coinmach Service Corp. Receives Vanguard Award

Joe Tamney Recognized for Certified Technician Training Program

[To read the full article in Chief Learning Officer magazine check here](#)

Dana Point, Calif., Oct. 13 — Coinmach Service Corp. (“CSC”) is the industry leader in providing outsourced laundry services to multi-family housing, military institutions, college campuses, and hospitality industries across the United States. CSC was honored for its “Certified Technician Training Program.” This program develops technicians’ technical and customer service skills, which are necessary to succeed and provide quality service.



Joe Tamney, Director of Training and Development at CSC, received the prestigious “Learning In Practice Award” from *Chief Learning Officer* magazine. Mr. Tamney received the silver Vanguard award for his accomplishments. The Vanguard award recognizes learning executives who have either launched a new enterprise learning function or completely overhauled existing workforce development initiatives in the past year.

“The Learning In Practice Awards were established to recognize transformational and visionary leaders in enterprise education,” said Norm Kamikow, president and editor in chief of *Chief Learning Officer* magazine. “A record number of top learning executives and solution providers were nominated by their peers this year. The winners are the industry leaders who truly champion innovation and transform it into learning and value for their organizations.”

CSC’s innovative customer-first training approach stems from their emphasis on customer satisfaction, which is largely based on the proficiency of the technician and the customer’s relationship with them. CSC takes a proactive approach toward ensuring consistent training, employee longevity, and customer satisfaction. Under Mr. Tamney’s direction, CSC created and implemented a dynamic program that engages technicians in an expansive training process. This includes a variety of hands-on learning events and customer service skills sessions where technicians are trained by CSC Certified Trainers in job-specific situations. The program resulted in a significant increase in technician retention, and played a major role in an increase in CSC’s customer satisfaction.

Robert M. Doyle, CEO, noted, “We are proud of Joe’s accomplishment, and recognize his significant contribution to our goal to set, and then continually raise the bar for, customer satisfaction in our industry.”

The Learning In Practice Awards were announced at a special awards ceremony during the Fall 2011 *Chief Learning Officer* Magazine Symposium in Laguna Niguel, California, which brought in a sold out crowd of the top corporate learning and development executives from around the world. All award winners will be featured in a special supplement in the December issue of *Chief Learning Officer* magazine. For more information about the Learning In Practice Awards, visit CLOmedia.com/awards.

About Coinmach Service Corp.

Coinmach Service Corp., through its operating subsidiaries, is a leading supplier of outsourced laundry equipment services for multi-family housing properties in North America. Coinmach’s core business involves leasing laundry rooms from building owners and property management companies, installing and servicing laundry equipment, and collecting revenues generated from laundry machines.