

HUB Pen's Colleen Bibby Named a PPB Service Superhero

Irving, TX, October, 2018 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.

Colleen is one of 14 dedicated industry professionals selected from the 45 exceptional individuals that were nominated. "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.

Colleen is a proud aunt and spends her time off with her 3 month old nephew and her close knit family. "Family is everything to me and I think of my coworkers and customers here at HUB as family too."

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About Hub Pen: Boston has been described as the "Hub of the Universe" and in the Hub Pen story the same holds true. From Frank and Rita Fleming's humble beginnings in Boston in 1954 to the 100 million pen annual operations of today, Hub Pen has grown to serve an ever-increasing national and international market. Our customers have rated us "A+" on the SAGE rating system and 5 out of 5 stars on ESP. For more information on Hub Pen, visit our website at hubpen.com or call customer service at 800-388-2323.

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