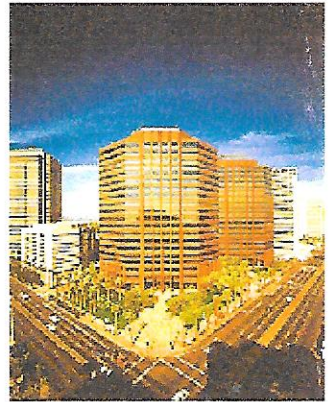


## Training Center Highlight

### Phoenix, AZ

Phoenix, AZ, is a sports lover's paradise. The NFL Cardinals (2009 Super Bowl contenders), the NHL Coyotes and the MLB Diamondbacks all call the Phoenix area home. It's not a bad city for SAS users either. That's because SAS has a training center in Phoenix, which is managed by SAS Education Services Representative Susan Milan.



Milan oversees the day-to-day operations of the training center, organizes class materials, greets students as they arrive, arranges for class supplies and even helps students figure out which course to take next. Milan says that what students like best about her training center is its accessibility (the new light rail makes a stop right in front of the building), the quality of the training, and the customer service and friendly atmosphere.

"I attempt to get to know students individually," Milan says. No small task, as the training center serves around 200 students annually. "I try to connect with each student, professionally or personally. This connection helps me to anticipate our students' needs while they're here and when they return."

Milan, who's lived in the Phoenix area for 25 years, also enjoys helping students find their way to some of her favorite haunts while they're in town. "For restaurants, I love Cranberry Hills for a quick lunch and Los Dos Molinas for margaritas. They can't be beat on a hot summer's day - and we have a lot of those here." If students have time to kill after classes, Milan recommends checking out any of the local sports games or visiting Old Town Scottsdale for some great shopping.

The Phoenix training center staff's attention to detail and customer service, like that offered by Susan Milan, keep students coming back. "We were well fed and well taken care of. The training facility was great," raved one Phoenix student recently. "I wanted to thank you for making the training comfortable and pleasant," wrote another student. "I look forward to attending more classes at your facility."

Familiarize yourself with all that SAS Education's Phoenix training center has to offer. Looking for a SAS Education training center near you? Check out our complete list of North American sites today.