

# Research firm names Plunkett Cooney partner to client service 'all-star' team

February 13, 2009

Mark H. Verwys, formerly a member of the Grand Rapids office of Plunkett Cooney, one of the oldest and largest law firms in the Midwest, was recently named by BTI Consulting Group to its 2009 Client Service All-Star Team.

Verwys was among 176 attorneys to be singled out nationally by clients who participated in BTI's annual legal industry client satisfaction survey. According to BTI, Verwys and the other Client Service All-Stars helped transform economic crisis into opportunities for their clients.

"My goal is always to get the right result for my client," said Verwys, who focuses his practice on product liability, professional liability, construction, intellectual property and commercial litigation and dispute resolution. "I am privileged to represent truly outstanding people and companies, and to receive this designation from one of my clients is the highest compliment I can receive. This award is also a recognition of the quality, enthusiasm and effectiveness of the attorneys and support staff who make up the Plunkett Cooney team."

Attorneys are only included on the BTI Client Service All-Star Team when a client names them unprompted when asked about which of their attorneys provide exceptional service and value. In selecting its Client Service All-Stars, BTI identifies three strategic differentiators that define key aspects of client service. These elements include: client focus, understanding the client's business and delivering results. Clients can also nominate attorneys based purely on their ability to provide exceptional legal advice in a specific area of expertise.

Headquartered in Wellesley, Massachusetts, BTI Consulting Group is a leading provider of strategic market research to law firms and professional services firms. BTI is comprised of management consultants, analysts and strategists who provide independent and unbiased advice and recommendations.

Established in 1913, Plunkett Cooney employs 150 attorneys in nine Michigan cities, Columbus, Ohio and Indianapolis, Indiana. The firm has also received Martindale-Hubbell's highest rating AV<sup>®</sup>, as well as awards and recognition for diversity, for law firm management innovation and for being considered among the top workplaces in Michigan.



---

RESEARCH FIRM NAMES PLUNKETT COONEY PARTNER TO CLIENT SERVICE 'ALL-STAR' TEAM Cont.

*For more information about the inclusion on the 2009 BTI Client Service All-Star Team, please contact Plunkett Cooney's Practice Development Manager, John E. Cornwell at (248) 901-4008.*

**###**