



2nd Quarter Meeting - 2010

Date: Thursday, May 13, 2010
8:00 am Registration
8:30 am Meeting
12:00 pm Adjourn

Hosted by Westfield Insurance, Westfield Center, OH

FREE PARKING

Register online at
www.necca-oh.com

Keynote Speaker: Scott Brown Owner of Foundations of Service Training

<http://www.foundationsofservice.com/>



Planning for Service Magic

Twenty years of experience in the amusement industry has given Scott a unique opportunity to study Customer Service, Sales, Marketing, Management, Leadership and people in general in one of the most service-intensive industries in the world. Scott continues his work in the entertainment industry by serving on various leadership and education committees for the Int'l Association of Amusement Parks and Attractions. Scott's experiences culminated in his first book, "Who Cares? Creating A Culture Of Service In Your Business."

Scott is also the founder of Foundations of Service; a company dedicated to helping companies and individuals reach their true potential through Professional Development and Personal Growth. Through Foundations of Service, Scott has the opportunity to inspire and educate hundreds of businesses and organizations around the country every year. Scott's blend of enthusiasm, anecdotes and practical information, always provide a unique, entertaining and informative experience for attendees.

Breakout Sessions

Consistent Customer Experience
Best practices for ensuring a consistent experience

Capturing the Voice of the Customer
Best practices for incorporating the customer experience into your monitoring or quality measures

Call Center Tour



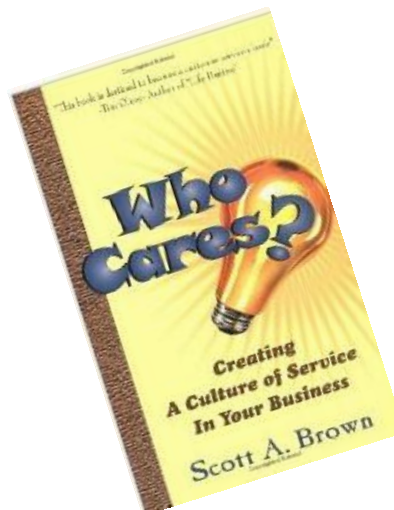
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Westfield Insurance

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▶ Registration	8:00 am – 8:30 am
▶ Welcome and Opening Remarks from Board	8:30 am – 8:45 am
▶ Introduction to Westfield Insurance	8:45 am – 9:00 am
▶ Scott Brown, Foundations of Service <i>Planning for Service Magic!</i>	9:00 am – 10:15 am
▶ Break	10:15am – 10:30am
▶ Call Center Tour (done in small groups)	10:30 am – 11:30 am
▶ Breakout Sessions (when not on tour)	10:30 am – 11:30 am
▶ Adjourning Remarks, Door Prizes	11:30am - 12:00 pm



For more information on the North East Ohio Call Center Association go to
www.necca-oh.com