



Building on Our Success in 2018

On behalf of the Central Illinois Chapter-National Customer Service Association (CIL-NCSA), thank you for your continued membership in 2018! Recently we received survey feedback from our members including recommendations for our 2018 educational and social events. We heard your feedback we are listening! We hope the following agenda demonstrates our commitment to you and your business needs. More details will follow as plans are finalized.

- **April- Educational Session - Working Along Side All Generations:** This session will explore strategies to lead multi-generational employees to deliver service AND to deliver service to multi-generational customers.
- **June- Social Networking:** Our June networking event will feature live music and opportunity to win door prizes. We'll be in another awesome location for an evening to remember.
- **August- Combination Educational/Social-Celebrating 3 Years as Chapter - Speed Service Connect Sessions:** YOU asked and we listened! Our host moderator will facilitate and lead small groups to brainstorm on how to turn bad situations into good situations. We'll finish with a social celebrating our 3 years as a Chapter.
- **September-Social Networking:** We have exciting plans for our September event – unique, entertaining, and an opportunity to raise funds for a local charity.
- **October – Customer Service Week Keynote Speaker:** The feedback from our 2017 Keynote Speaker, Manley Feinstein was incredible. We set the bar high and we will deliver again in 2018!
- **December- Combo Education/Social - Panel Discussion: Driving Service with a Local Flare:** December's combination will again feature a panel discussion of local & small businesses followed by a social and Toys for Tots drive.

As you can see we plan to deliver tremendous value to our members. We want to hear from you! If you have any questions regarding our upcoming programs or how you may be able to become more involved please email centralillinoiscustomer@gmail.com.

Sincerely,
Central Illinois Chapter-NCSA Board of Directors