



To celebrate National Customer Service Week (October 2-6, 2017) the Central Illinois Chapter of NCSA is hosting a keynote speaker (Manley Feinberg) sharing best practices to foster great customer service in your organization and reach your *summit*.

When: Tuesday, October 3rd, 2017

Where: Prairie Heart Institute -Dove Conference Center, Springfield, IL

Cost: Members No Charge. Guests \$59.00

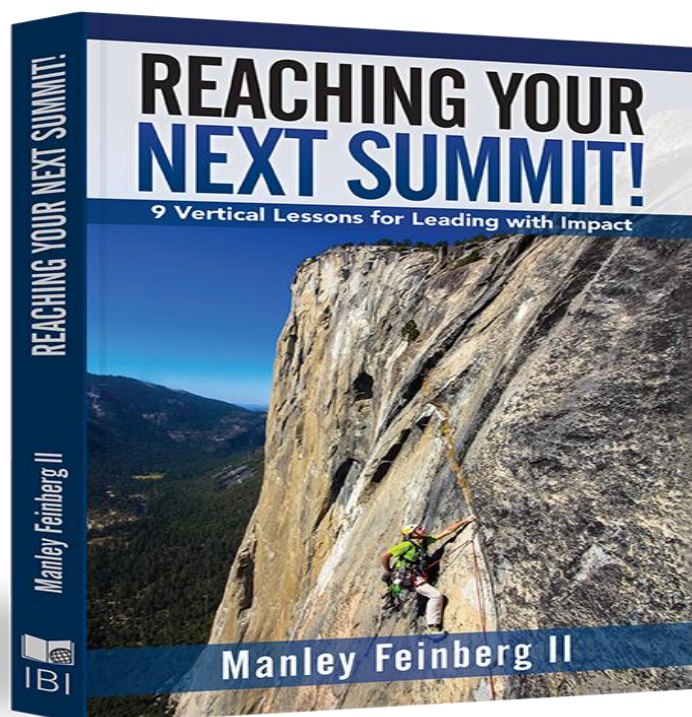
Details: Continental Breakfast will be served. Agenda:

- 7:15am-8:15am-Registration & Networking Breakfast
- 8:15am to 9:30am-Keynote Speaker
- 10:00am to 11:30am- Workshop (Sponsors only)

For More Information: Call 217-553-0008 or email cil_NCSA@mail.com

About our Speaker:

Manley is recognized as an award winning international keynote speaker, business leader, and author. He served two terms as the President of the National Speakers Association, St. Louis chapter; and is a member of the National Geospatial-Intelligence Agency (NGA) Leadership Development Staff. During Manley's eleven years with Build-A-Bear Workshop, his leadership direction helped take the revolutionary retail concept from 40 stores to over 400 worldwide, realizing revenue growth from 55 million to over 474 million, and a successful IPO on the NYSE. He built an award winning reputation for implementing business solutions and support that produced measurable results every day. Manley's leadership influence contributed to a workplace culture that landed Build-A-Bear on the FORTUNE 100 Best Companies to Work For®.



Sponsorship Levels

(Sponsorships Limited)

- **\$1500.00 -GOLD**

Includes 2018 full year dues to CIL-NCSA (\$500.00 value)

7 Attendees to Keynote Presentation

5 Attendees to 90 minute Workshop following

Company Logo on all marketing pieces and social media mentions

Opportunity to provide a banner to be displayed at the event

- **\$1000.00-SILVER**

Includes \$250.00 towards 2018 full year dues to CIL-NCSA

5 Attendees to the Keynote Presentation

3 Attendees to 90 minute Workshop following

Company Logo on all marketing pieces and social media mentions

Opportunity to provide a banner to be displayed at the event

- **\$500.00-BRONZE**

3 Attendees to the Keynote Presentation

1 Attendee to 90 minute Workshop following

Name listed on marketing pieces

Company Logo on all marketing pieces and social media mentions

Opportunity to provide a banner to be displayed at the event

Custom Workshop Detail and Focus

A custom workshop will follow the keynote address and delivered by Manley Feinberg. Invited attendees will be limited. The workshop offers approximately 25 to 30 local leaders the opportunity to collaborate with Manley and will provide clarity and focus on the highest ROI Vertical Lessons that will impact your organization to drive leadership and customer service. For more information on keynote presenter visit www.verticallessons.com. For more information on sponsorships contact 217-553-0008 or your local Board contact.