



NCSA Chapter Conference Call
September 10, 2015, 10:30-11:30 a.m. (CDT)
Call Summary

Participants:

1. Ashley Ruggles	Normal, IL	NCSA
2. Karlie Webber	Normal, IL	NCSA
3. Nick Harris	Des Moines, IA	FMH Corp. Services Department
4. John Thompson	Des Moines, IA	FMH Corp. Services Department
5. Georgia Seal	Knoxville, TN	Vendor Registry
6. Karen Bryant	Detroit, MI	Accounting Aid Society
7. Elaine Strong	Baltimore, MD	MedStar Health
8. Kathy Branch	Baltimore, MD	MedStar Health

Meeting Summary

Welcome and introductions: Call participants introduced themselves.

Thank you for expanding the discipline of customer service by joining this Development Call.

National Customer Service Week: Chapter members discussed their plans for National Customer Service week for both their Chapters as well as their organizations. Nick from the Central Iowa Chapter shared that his organization, Farmers Mutual Hail Corporation, planned to have Customer Service related games as well as submit their best and worst customer experiences to NCSA's "Extra Mile" or "Bloopers n' Blunders".

Chapter Updates: Nick and John from the Central Iowa Chapter are filling the paper work to become a 501(c)3 organization so that they can become a tax exempt non-profit organization. They had questions regarding the paperwork and price to file. Steve from the Central Illinois Chapter will be able to shed more light on the process and help guide them through it.

Chapter Formation Process: Georgia from the Knoxville area shared that she is very interested in forming a Local NCSA Chapter in her location. She is currently looking for other Customer Service Professionals in her area to help her with this endeavor. Elaine and Kathy are interested in different ways that the NCSA can help them take their Customer Service to the next level. They are interested in having a Chapter in their location and need to take adequate measures to evaluate how to best do so.

Growing Membership: Nick and John stressed the fact that Facebook is free advertising and a great way to get your message across to a large number of people. They also said they have looked at business incubators in their city and well as just networking around town and getting business cards from anyone you meet that would be interested.

2016 Customer Service Conference: The National Customer Service Association is holding a Customer Service Conference in Orlando, FL during the month of May. We hope to see you all there! This is the perfect event to learn the ins and outs of the Customer Service industry and how you can elevate your own Customer service skills from what you will learn at this conference.

Once again we ask that you please send your stories and pictures of your Customer Service week to info@nationalcsa.com. We want to hear and see how you put your customers first.

Chapter Development Site: WWW.NationalCSA.com/chaptersupport

If you are willing to share your contact information please email Ashley Ruggles, Chapter Relations Manager, at: Ashley.ruggles@nationalcsa.com. Thank you in advance for becoming a valuable resource for NCSA Chapter Development.

Thank you for your time and input. These calls are to help you in your development so your participation is appreciated. We are here to assist you in your Chapter development efforts – do not hesitate to reach out to us.

Next Conference call scheduled for October 15 at 10:30- 11:30 a.m. (CDT)

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