



NCSA CHAPTER ORGANIZATION

How does membership in a Local Chapter help you? In many ways! Just look at some of the benefits of Chapter Membership.

Why Should I Join or Form an NCSA Chapter Organization?

Sometimes we can feel we are alone in the **challenge of advancing service** for our customers and our organization. By **coming together with like-minded professionals**, committed to service, opportunities for **your personal and organizational growth** soar! **Leveraging off one another's ideas, experiences and education** is a fantastic way to ensure your ultimate goal is achieved—**customers come first—always!**

BENEFITS of belonging to an NCSA Local Chapter

- **Excellent networking opportunities** with fellow business professionals—leveraging on ideas, experiences and education in a fun, productive atmosphere
- **Elevate the discipline of service** as a worthy professional endeavor
- Learn how **other businesses** in your chapter **address service excellence**—no need to reinvent the wheel
- **Ongoing professional development opportunities** through chapter meetings—learn from a wide variety of professionals on a broad range of topics
- Conduct **local Customer Service-focused events**—bringing attention to the absolute value of customers
- **Develop leadership skills** through volunteer roles in your chapter—exposure to opportunities vs. concepts that may not be available to you in your current position
- **Gain personal recognition** of your commitment to service by your customers, company and community—stand out as a professional that puts their customers first
- Significant **Annual NCSA Membership** fee discount for all NCSA Local Chapter members
- **Individual and Chapter exposure** in NCSA's *Customer First Magazine*
- **Local support for preparation** in sitting for NCSA's **CCSP—Certified Customer Service Professional** (*Coming soon*)
- **The NCSA is available for support** when you need it—just an email or a phone call away

Frequently Asked Questions

Q. How do I obtain more information on Chapter locations?

A. Contact Chapter Services via email, ChapterServices@NationalCSA.com or “Contact Us.”

Q. If there is not a Chapter in my area, may I start one?

A. Yes, NCSA Chapter Services can provide you with all the information and support services you need to form your Chapter, ChapterServices@NationalCSA.com.

Q. Is it possible to have more than one Chapter in the same geographic area?

A. NCSA will consider each Chapter formation request against a variety of criteria including density of population, number of members in an existing Chapter, etc.

Q. If I am a member of a local Chapter, am I automatically a member of the NCSA?

A. Perhaps. When a Chapter is initially formed, ten complimentary one-year membership in the NCSA are provided as a part of the Chapter start-up package. Beyond that, NCSA membership is separate from membership in your local Chapter.

Q. If I join a local Chapter, do I have to become a member of NCSA?

A. It is important to maintain a national/local “bridge” between the NCSA and Chapter Organizations. This facilitates ongoing communication and enables support to NCSA Chapter organizations. In support of this effort, Chapter Members must also become members of the National organization. Chapter Member rates are significantly reduced over standard membership rates.



Q. Are local Chapters independent organizations?

A. Yes. While Chapters and the National have common goals—the furtherance of Service as a worthy endeavor—Chapters are autonomous and operate independently with no financial link to the NCSA.

Q. Can local Chapters receive not-for-profit tax status?

A. The local Chapter may satisfy the requirement of an Exempt Organization under Internal Revenue Code Section 501(c) (3). You are encouraged to consult with a tax attorney if you choose to pursue this.

OK, so what is the bottom line on membership in a local Chapter?

Membership in an NCSA local Chapter provides you access to a local network of professionals who are united in their commitment to service excellence. Through membership, you enhance your knowledge and skills and become more valuable to your customers and your organization.



Customers come first—Always!

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