FREE FOR NLGCSN MEMBERS NON-MEMBERS ONLY $33

KEYNOTE SPEAKER CAROL LEWIS THE HUMAN EQUATION

COMPLIMENTARY NETWORKING DRINKS

ONE DAY

LOCAL GOVERNMENT CUSTOMER SERVICE SUMMIT

FOCUS ON CUSTOMER SERVICE STRATEGY DEVELOPMENT
ADELAIDE, SOUTH AUSTRALIA

- Customer Service Staff
- Customer Service Managers
- All Frontline Staff

Register online at csnetwork.org.au or email events@csnetwork.org.au

NETWORKING EVENT

Monday, 30 March 2015
5.30pm - 7.30pm

Benjamin on Franklin
233 Franklin Street, Adelaide

Cost
Included in Summit Fee
If you only wish to attend this event, the fee is $22 per person

Join your industry colleagues for a night of fine wine, canapes and networking!

Bookings close Tuesday, 24 March 2015

ONE DAY SUMMIT

Tuesday, 31 March 2015
9am - 3pm

SA Writers' Centre
Lvl 2, 187 Rundle Street, Adelaide
Parking: Bent Street Carpark $26 per day

Cost
Members - Free   Non-Members $33

Inclusions
Morning tea and a working lunch
30 March Networking Event

Keynote Speaker
Carol Lewis - Founder, The Human Equation

Carol is a senior human resources practitioner, facilitator and consultant with a wealth of experience across the private, public and non-for profit sectors. Carol is an engaging presenter who provides opportunities for group participation and interaction.

WORKSHOP OUTCOMES
- Why have a customer service strategy and what does it really mean?
- Starting Point - How to begin the process of developing your customer service strategy
- Understanding the customer service strategy development

BECOME A MEMBER

Take advantage of our special 4 month membership offer of only $110 for the period of March - June 2015.

President, Pauline Webb, Manager - Customer Services, City of Canada Bay Council will provide an overview at the Summit on the array of benefits, including National Awards and Conference, Benchmarking, online Members' Centre and more in which the Network provides its members.

PRESENTED BY

National Local Government Customer Service Network Inc

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