



December 2008 Las Vegas Customer Service Training Fact Sheet

Dates

December 15-16, 2008

Session	Program	Date	Time	Description
Session #1	CS1	Dec. 15, 2008	8am to 12noon	Includes lunch
Session #2	CS1	Dec. 15, 2008	1pm to 5pm	Includes lunch
Session #3	TT1	Dec. 16, 2008	8am to 12noon	Includes lunch

Location

Room S219 Las Vegas CC

Program Outline

CS1 Level One Customer Service Training Program

TT1 Train the Trainer Training Program

Must have taken CS1

Presenter

Randy Eppard, Ph.D., is founder and principal of ORGANIZATIONAL STRATEGIES² specializing in customer service, performance improvement, and program design, development, implementation, and evaluation. In addition to his consulting business, he is an associate professor for University of Maryland University College, he has also served as a faculty member for the University of Virginia, Center for Executive Development. Before transitioning to an independent consultant, Randy served as the director of the Mid-Atlantic Regional Council of Carpenters—Joint School of Carpentry.

How to Sign Up

- Let us know how many are sponsoring or registering.**
Complete the attached 08 Las Vegas Training Sponsor – Registration Form.
- Let us know who is coming, and which course(s) they are taking.**
Complete the 08 Las Vegas Training Participants list.
- Fax the forms (including payment information) to the EACA @ 541-317-8749.**

Receipts / Confirmations

- Once you have signed up you will receive a payment receipt by email, for your records.
- Badges for the training will be available outside the meeting room on the day of the program.