

Customer Service Council – 1/15/2004 – Meeting Minutes

Present: Kim Brink Smith, Nanci Hallam, Sherry Frick

Chamber Staff: Megan Keller

CALL TO ORDER

Sherry called the meeting to order.

APPROVAL OF DECEMBER 18th MEETING MINUTES

Nanci made a motion for the approval of the 12-18-03 meeting minutes. Kim seconded that motion. Motion carried.

MOMENT OF MOTIVATION / INSPIRATION

Nanci talked about some customer service training that she and her co-workers had created and attended. They utilized the 5 Keys of Success that ICC Continued Learning Center - Downtown had put on. Nanci was very happy with the training.

FEBRUARY GOLD STAR AWARD WINNER

The gold star award winner is from Applebee's. Sherry will be contacting Milo the manager of Applebee's and inform him that she has won this award and she needs to be at the February 2nd Chamber luncheon.

FUTURE EDUCATION OPPORTUNITIES

ACTION: There was no action taken at this time. This will be tabled until the next meeting.

COMMITTEE RECRUITMENT

The committee is going to plan a meeting for March where everyone on the committee brings a guest to join the Customer Service Council.

GOLD STAR PARTICIPANT BILLING

The committee wants to wait to bill, they may decide to do something different.

OTHER

The committee discussed possibly having an "Outstanding Teen Customer Service Award" given sometime in the summer.

NEXT MEETING

- ❖ The next meeting will be held February 19th at 8:30 am held at Bixby's Café . Also, at the next meeting the committee is going to discuss changing the meeting date.

- ❖ February 16th, Sherry and Megan are going to call all the members and the committee and make sure that they attend the meeting, this next meeting will be important for everyone.

ADJOURN

Minutes Submitted by: Megan Keller – Customer Service Council Liaison.