

Customer Service Council – 3/18/04 – Meeting Minutes

Present: Deb Keller, Sherry Frick, Diane Skelly, and Kim Brink Smith

Chamber Staff: Megan Keller, Bud Stone

CALL TO ORDER

Deb called the meeting to order.

APPROVAL OF MINUTES

Diane made a motion for the approval of the February 19th, 2004 meeting minutes. Kim seconded that motion. Motion carried.

MOMENT OF MOTIVATION / INSPIRATION

The committee was small this morning, however everyone had a story to share about either a wonderful customer service moment or the opposite!

APRIL GOLD STAR AWARD WINNER

Sherry is going to investigate a potential nominee. She will then report back to Megan at the Chamber office and let her know the results. Megan will inform the committee of the winner for the April Gold Star Award.

ABC REPORT

The Area Business Committee accepted the Customer Service Council being a task force under them. The Customer Service Council needs to attend the next Area Business Committee meeting March 26th at 8:00am to talk about their mission, goals and plan of action for the year of 2004.

FUTURE EDUCATION OPPORTUNITIES

Jerry was unable to attend the meeting. Future Education Opportunities will be tabled until the next meeting. However discussion ensued on other ideas. Sherry talked about having Rick from Dale Carnegie training come and be a guest speaker for the committee. Sherry will be requesting support from the Chamber Board of Directors for funding to sponsor similar programs for our membership.

NEXT MEETING

April 15th at 8:30am held at Bixby's Café.

MEETING ADJOURNED

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