

CUSTOMER SERVICE COUNCIL – 4/15/2004

Present: Sherry Frick, Paula Cleveland, Jerry Snustad, Wanda Haverkost, and Deb Keller

Guest Speaker: Rick Wyrock

Chamber Staff: Megan Keller and Bud Stone

CALL TO ORDER

Sherry called the meeting to order.

MOMENT OF MOTIVATION / INSPIRATION

The committee had a lot on their agenda today, so little discussion was held on this subject.

MAY GOLD STAR AWARD WINNER

The May gold star award winner selected for May is Shannon Benolken of Sterling Executive Counselors. Deb Keller will be doing the presentation at the May luncheon.

FUTURE EDUCATION OPPORTUNITIES

Jerry Snustad & Paula Cleveland:

Jerry and Paula had met to discuss a plan of action to approach to the committee on customer service training. Bud suggested that the committee get together members of the business community and have a forum. They need to meet with Wade at the Blandin Foundation about getting a quick start grant. The committee is going to meet again on April 28th at 8:30am. A location hasn't been determined yet.

OTHER

Guest speaker Rick Wyrock from the Dale Carnige Training attended the morning meeting. He discussed what Dale Carnige Training is, as well as the cost of classes, the benefit of the training and when they take place. The Customer Service Council would like to find a way to get involved with Dale Carnige training. The committee will discuss this more at the May meeting.

NEXT MEETING

May 20th, at Bixby's Café at 8:30am.

ADJOURN

Minutes Submitted by: Megan Keller – Customer Service Council Liaison