

World-Class Customer Service Executive Institute

October 5-8, 2009 - Phoenix, AZ

Monday, 10/5	Tuesday, 10/6	Wednesday, 10/7	Thursday, 10/8
<p>7:30-8:30 a.m. <i>Registration & Networking Breakfast</i></p> <p>8:30-8:45 a.m. <i>Welcome & Orientation</i></p> <p>8:45 a.m. - 11:30 a.m. The State of Service in America</p>	<p>7:30-8:30 a.m. <i>Networking Breakfast</i></p> <p>8:30-11:30 a.m. Service Excellence: The Ritz-Carlton Strategy & House Tour</p>	<p>7:30-8:30 a.m. <i>Networking Breakfast</i></p> <p>8:30-11:30 a.m. Designing a World-Class Service Program for your Credit Union</p>	<p>7:30-8:30 a.m. <i>Networking Breakfast</i></p> <p>8:30-11:45 a.m. Create a Plan & Timeline</p> <p>Wrap-Up</p>
<p>11:30 a.m.-1:00 pm <i>Lunch on Your Own</i></p>	<p>11:30 a.m.-1:00 p.m. <i>Networking Lunch Provided</i></p>	<p>11:30 a.m.-1:00 pm <i>Lunch on Your Own</i></p>	
<p>1:00-4:30 p.m. Learning from America's Best Service Providers</p> <p>4:30-5:30 p.m. <i>Welcome Reception</i></p>	<p>1:00-3:00 p.m. Service Excellence: The Ritz-Carlton Strategy & House Tour (continued)</p> <p>3:00 p.m. World-Class Service in Phoenix</p> <p>Group Activity</p>	<p>1:00-4:30 p.m. Don't Manage – Coach for Service Excellence</p>	

Schedule is subject to change.

Revised 1-21-09

FOR MORE INFORMATION

Visit training.cuna.org and choose *Schools & Conferences*.

PROGRAM CONTENT:

E-MAIL: training@cuna.coop

CALL: 800-356-9655, ext. 4249

REGISTRATION INFORMATION:

E-MAIL: reginfo@cuna.coop

CALL: 800-356-9655, ext. 4400

