

Customer Service Excellence: The Art of Working with People

SCAC Webcast

Thursday, May 31, 2012



AGENDA

9:00 a.m. - 9:05 a.m. *Welcome and Introductions*
Speaker: Anna Berger, South Carolina Association of Counties

9:05 a.m. - 10:00 a.m. *Customer Service Excellence: The Art of Working with People*
Speaker: Merry Taylor, Taylor and Associates

10:00 a.m. - 10:10 a.m. *Break*

10:10 a.m. - 11:00 a.m. *Customer Service Excellence: The Art of Working with People*
(continued)

11:00 a.m. - 11:10 a.m. *Break*

11:10 a.m. - 12:00 p.m. *Customer Service Excellence: The Art of Working with People*
(continued)