

Customer Service Workshop

Agenda

1. *Welcome Message*
2. *Introduction of Speakers*
3. *Do's and Don'ts Skit*
4. *Top Ten Tips*
5. *Brainstorming Session*
6. *Lunch Break*
7. *Presentation by Kerri Jones*
8. *Presentation by John Howard*
9. *"Service First" Video*
10. *Discussion*
11. *Wrap-up*