



Capitol Area
chapter credit unions

Attention CEOs, CELOs, Board of Directors, Committee Members & Staff

The Capitol Area Chapter invites all Michigan Chapters to attend the following workshop:

The Art of Giving Great Service!

Presented by Rick Olson

Thursday, October 4, 2018

Rick Olson is considered one of the foremost communicators in the business world. He has spoken to over 1,000,000 people worldwide. His diverse talents have allowed him to speak to crowds as large as 40,000 as well as conduct staff training for very small companies. Rick Olson Seminars was founded in 1992 for the express purpose of elevating organizations through people development. Rick has spoken in all 50 states, presenting convention keynotes, training staff and management personnel, and consulting companies through times of change.

As a well-known service advocate in our industry, Rick Olson will share best practices and discuss:

- ❖ *Lessons from America's best service providers (Ritz Carlton, Zappos, Disney, LL Bean, Nordstrom, Starbucks)*
- ❖ *Ten commitments of a service professional*
- ❖ *Turn a 'satisfied member' into a 'raving fan'*
- ❖ *Great service starts internally*

Session Information:

Training Location: *Lansing Community College- West Campus
5708 Cornerstone Drive
Lansing, MI 48917*

Session Time: *9:00 a.m. to 4:00 p.m.
Registration begins at 8:30 a.m. Lunch will be provided*

Cost: *Early Registration Discount- \$89 for participants that register by June 30, 2018
\$99 for participants that register after June 30, 2018
Deadline to register is September 21, 2018*

Individuals wishing to attend this meeting that require special accommodations please contact Heather Spitzley at 517.647.7571

To attend, please send your reservation and check payable to Capitol Area Chapter of Credit Unions:
 Attention: Darcie Vinten-Johansen
 CASE Credit Union
 4316 S. Pennsylvania Ave. Lansing, MI 48910
 Ph: 1.888.393.7716 • email: dvintenjohansen@casecu.org

_____ Attendees x \$89/\$99
 TOTAL \$_____

Credit Union _____ Contact Person _____
 Phone _____ E-mail _____

Please include name of each attendee:

Name _____ Name _____
 Name _____ Name _____
 Name _____ Name _____