

Other Stuff

The Tyler Texas Convention & Visitors Bureau is pleased to welcome the Texas AWWA Customer Service Association and its workshop attendees to America's Rose Capital



www.visitt Tyler.com

Holiday Inn Select is offering a reduced room rate of \$84.00 and a complimentary breakfast buffet for workshop attendees.

Registration fee includes lunch and the Meet and Greet reception on Thursday

Staying Positive



In a Negative Customer Service World



6th Annual Texas Section AWWA Hands-On Customer Service Workshop

**Thursday and Friday
August 14-15, 2008**

**Holiday Inn Select
5701 S Broadway
Tyler, TX 75703
903-561-5800**



How to Stay Positive in a Negative Customer Service World

Utilities today are being forced to do more with less. Less money, fewer employees, higher customer demands, more regulations, rapidly changing technology and tighter security measures to protect your customers, your system and your employees.



Sometime it's tough to find the right balance. That's why we designed this workshop just for you. Plan to be motivated, encouraged and appreciated this Thursday and Friday and walk away relaxed and refreshed with new information, new work strategies and most importantly, new friends who talk your talk and walk your walk every day of the week.

Workshop Topics Include:

- Diversity
- Security
- Dealing with Difficult Customers
- Teamwork and Communication
- "Live Out Loud"**
- Collections and Delinquency
- Team Building
- Developing a Network of Peers
- "How to Stay Positive in a Negative Customer Service World"**

Share Table

We invite you to bring copies of any brochures, door hangers or information packets your Utility uses to communicate with or to educate the public for our share table; then feel free to take the best ideas home with you.

Over 170 years of experience in Customer Service

- Door Prizes
- "Goodie" Bags
- Tyler Coupon Booklets
- Miniature Tyler Rose Bushes

Sign-up Form

<i>Registration</i>	<i>Price</i>
<input type="checkbox"/> Early Bird (By July 15 th)	\$110.00
<input type="checkbox"/> Regular (After July 15 th)	\$125.00
<i>Additional Events</i>	
Lunch - Aug 14 th	FREE
Meet and Greet - Aug 14 th	FREE
5:30 - 7:00 PM	

Name

Title

Organization

Address

City/State/Zip

Phone

E-mail

Method of Payment

Check \$110.00	Check \$125.00
Visa	Master Card
American Express	Discover

Credit Card #

Exp Date

Name on Card

Signature

Register ONLINE at www.tawwa.org

Mail or Fax to:
Texas Section AWWA
PO Box 80150
Austin, TX 78708

Phone: 512-238-9292
Fax: 512-251-8152
Website: <http://tawwa.org>