

**TAWWA**  
***Hands on Customer Service Work Shop***

August 13<sup>th</sup> - 15<sup>th</sup>, 2008  
Holiday Inn Select  
Tyler, Texas

Day 1 – August 13<sup>th</sup>

Early Registration  
5:00 – 6:30

Day 2 – August 14<sup>th</sup>

7:30-8:30      Registration  
8:30-8:45      Welcome  
8:45-10:15    Video – Amanda Gore  
10:15-10:30   Break  
10:30-11:30   Speaker – Diversity  
11:30-12:30   Team Building Exercise

12:30-1:15    Lunch (Provided)

1:15-2:15      Break-out Sessions  
                    Dealing with Difficult Customers  
                    Teamwork & Communication  
                    Collections & Delinquency

2:15-3:15      Break-out Sessions  
3:15-3:30      Break  
3:30-4:30      Break-out Sessions  
4:30-4:45      Wrap Up

5:30-7:00      Meet and Greet

Day 3 – August 15<sup>th</sup>

8:30-9:45      Speaker – How to Stay Positive in A Negative Customer Service World  
9:45-10:00    Break  
10:00-11:00   Speaker – Security  
11:15-11:30   Break  
11:30-12:30   Wrap Up