



The Jamaica Customer Service Association
PSOJ Building, 39 Hope Road, Kingston 10
Calendar of Events 2011

EVENTS	TARGET	FACILITATOR/ SPEAKER	VENUE	DATE	TIME	FEES
General Meeting	Members & Guests	Pins will be given out to paid up members Special Guest Speaker	National Housing Trust	January 20	5:30p.m.-7:30p.m.	No Cost
Annual General Meeting	Members & Guests	Pins will be given out to paid up members Special Guest Speaker	National Housing Trust	May 19	5:30p.m.-7:30p.m.	No Cost
CEO Forum	All CEO's	To be announced- Prominent Leader	Jamaica Pegasus Hotel	June 21	7:30a.m.-9:30a.m.	Sponsored
General Meeting	Members & Guests	Pins will be given out to paid up members Special Guest Speaker	Knutsford Court Hotel	July 21	5:30p.m.-7:30p.m.	No Cost
Annual Customer Satisfaction Workshop	Team Leaders/Customer Service Managers/ Supervisors/ Trainers/ Organisation Development Specialist	Facilitator to be Announced	Knutsford Court Hotel	July 21	8:00a.m.-4:30p.m.	\$15,000.00*–Members \$18,000.00*–Non Members
General Meeting	Members & Guests	Pins will be given out to paid up members Special Guest Speaker	National Housing Trust	September 15	5:30p.m.-7:30p.m.	No Cost
National Customer Service Week	All relevant	As per event	As per event	October 2-8	-	As per event
International Certification Graduation	Graduates & Guests	To be announced	Wyndham Kingston	October 4	3:45p.m. - 4:45pm	Sponsored
Catch me Delighting Award Ceremony	Participating Companies & Guests	To be announced	Wyndham Kingston	October 5	During Conference	Sponsored
Annual Conference	Team Leaders/Customer Service Managers/ Supervisors/ Trainers/ Organisation Development Specialist	Speakers to be announced	Wyndham Kingston	October 4 & 5	8:30a.m.-4:30p.m.	\$21,500.00*–Members \$25,000.00*–Non-Members
General Meeting	Members & Guests	Pins will be given out to paid up members Special Guest Speaker	National Housing Trust	November 17	5:30p.m.-7:30p.m.	No Cost
Christmas Social	Members & Guests	To be announced	To be announced	December 1	6:30p.m.-11:30p.m	To be announced

- For further information, or to register for any of the events, please contact our Secretariat. Tel: (876) 978-8668/ 927-6238 Ext 2251/ Fax: (876) 927-5137
E-mail: jacsassociation@cwjamaica.com
- **Certification** – See 2011 Certification Schedule
- **Fees subject to Change**