



The Jamaica Customer Service Association
PSOJ Building, 39 Hope Road, Kingston 10
Calendar of Events June-Dec, 2010

EVENTS	TARGET	FACILITATOR/ SPEAKER	VENUE	DATE	TIME	COST
CEO Forum	All CEO's	Hon Edmund Bartlett, Min of Tourism & Gerver Torres- Gallup Organization	The Jamaica Pegasus Hotel	June 21	7:30a.m.-9:30a.m.	Sponsored
Annual Customer Satisfaction Workshop	Team Leaders/Customer Service Managers/ Supervisors/ Trainers/ Organization Development Specialist	Dr. Anne P. Crick (UWI) & Guest Presenter: Jesus Rios Gallup Organization	The Jamaica Pegasus Hotel	July 21	8:00a.m.-4:30p.m.	\$12,900–Members \$14,500–Non Members
General Meeting	Members & Guests	Pins will be given out to paid up members ➤ Special Guest Speaker	Guardian Life Auditorium	July 22	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	To Be Announced	September 16	5:30p.m.-7:30p.m.	No Cost
National Customer Service Week	All relevant	As per event	As per event	October 3-9	-	As per event
International Certification Graduation	Graduates & Guests	To be announced	Jamaica Pegasus	October 6	3:45p.m.-4:45p.m.	Sponsored
Catch me Delighting Award Ceremony	Participating Companies & Guests	-	Jamaica Pegasus	October 7	5:00p.m.-6:30p.m.	Sponsored
Annual Conference	Team Leaders/Customer Service Managers/ Supervisors/ Trainers/ Organization Development Specialist	Speakers to be announced	Jamaica Pegasus	October 5-6	8:30a.m.-4:30p.m.	\$22,500.–Members \$24,000–Non-Members
General Meeting	Members & Guests	Pins will be given out to paid up members Special Guest Speaker	Guardian Life Auditorium	November 18	5:30p.m.-7:30p.m.	No Cost
Christmas Social	Members & Guests	To be announced	To Be Announced	December 2	6:30p.m.-11:30p.m.	To be announced

➤ For further information, or to register for events, please contact our Secretariat. Tel: (876) 978-8668/ 927-6238 Ext 2251/ Fax: (876) 927-5137 eMail:jacsassociation@cwjamaica.com