

# CIL\_NCSA Education Event at the Wyndham Springfield City Centre Brings Springfield's Focus on Service to New Heights



**SPRINGFIELD-DECEMBER 6** - The Central Illinois Chapter of the National Customer Service Association (CIL-NCSA) continued its educational series with their final program of the year on December 5, 2017 at the Wyndham Springfield City Centre. A reception followed in the Pinnacle Club on the 30th Floor of the Wyndham, with beautiful views of Springfield. The program, "Cultivating Culture", focused on providing superior customer experiences and best practices for hiring stellar team members and leaders. Over 80 people registered for the event.

Panel Representatives Amy Beadle, Marketing, with SCHEELS; Erica Garrison, Marketing, with Chick-fil-A; and Nick Knuffman, Human Resources Manager, with Hy-Vee, led the engaging panel presentation. Brian Reardon, Vice President of External Relations with HSHS and a CIL-NCSA Board Member, moderated the event. Panelists discussed what makes their organizations nationally recognized brands for their customer service excellence. From thorough hiring processes, to extensive training procedures, and employee appreciation programs, all the panelists demonstrated why they are leaders in their industries.

A reception followed in the Pinnacle Club at the hotel with hors d'oeuvres provided by the CIL-NCSA and drawings for an overnight stay at the Residence Inn Springfield, a wine and chocolate gift basket from Pease's at Bunn Gourmet and a \$25 gift card to Starbucks. A great time was had by all. Thank you to the Wyndham Hotel City Centre and their Director of Sales, Cora Logsdon, for an excellent venue and service. Thank you also to all that made the event such a success and to the attendees who brought donations for our local area Toys for Tots campaign. There will be many more smiling children this holiday thanks to their generosity.

For more information on how you can become involved in the Central Illinois Chapter of the National Customer Service Association visit us at [www.nationalcsa.com](http://www.nationalcsa.com) or email us at [cil\\_ncsa@mail.com](mailto:cil_ncsa@mail.com).

