



December End of Year Educational Session & Winter Social “Cultivating Culture”

Tuesday, December 5 – Wyndham Hotel, Springfield, IL.

SPRINGFIELD, IL – The Central Illinois Chapter of the National Customer Service Association (CIL-NCSA) resumes its educational series with a panel presentation by representatives from SCHEELS, Chick-fil-A, and Hy-Vee. The event will be moderated by Brian Reardon, Vice President of External Relations with HSHS & CIL-NCSA Board Member. Panel members will share best practices on hiring tactics, employee retention, and the promotion of a customer service culture.

Date & Location:

- **Educational Event-**
 - 4:00 pm – 5:15 pm. on December 5th, 2017 at the Wyndham Hotel (Vista 1 Room located on the 29th floor), 700 East Adams Street.
 - **Cost:** Free for Chapter members; \$29 for non-members (payable in advance or at the door by check or credit card).
 - RSVP by December 1st to CIL_NCSA@mail.com.

- **Winter Social-**
 - Immediately following the educational session in the Pinnacle Club (30th floor) from 5:15PM-7:00PM.
 - **No Cost:** The winter social is **open to all members, non-members, guests, spouses & friends**. A cash bar & hors d’oeuvres will be provided. Everyone is encouraged to attend regardless of attending Educational Event.
 - RSVP by December 1st to CIL_NCSA@mail.com

Event Attire-Festive

- For this event we are asking all members to bring a toy for Toys for Tots and/or wear your favorite holiday sweater to celebrate the season!

About CIL_NCSA

The CIL_NCSA was founded in 2015 and is committed to improving service in area organizations and businesses. By bringing together leaders who care about customer service, the chapter works to leverage each other’s experiences and successes to make Springfield “The Friendliest City” in America.