

JOIN US

THURSDAY, JUNE
15TH
POZYCKI HALL 115
3:00 PM

CUSTOMER SERVICE PANEL DISCUSSION

*"Quality in a service or
product is not what
you put into it. It is
what the customer
gets out of it"*

Peter Drucker

*" You never get
a second chance
to make a first
impression"*

Andrew Grant

LEARN BEST PRACTICES FROM FOUR PROFESSIONALS IN DIFFERENT FIELDS

LU-ANN RUSSELL -

Senior Director of Conference Services
and Special Events

JOHN BUZZA -

Specialist Professor/Management and Decision Sciences

ANGELA MICHELLI -

Student Employment Assistant

COLLEEN FINNIGAN -

Office Coordinator Educational Counseling and Leadership

Moderator: **DR. EUGENE SIMKO -**

Associate Professor/Management and Decision Sciences



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