

GRINNELL COLLEGE

Monday, November 11, 2002
2:00 p.m. - 3:00 p.m.
Forum South Lounge

Refreshments provided by Grinnell Catering



Customer Service: Above & Beyond

Reception & Program Kickoff

Learn about upcoming customer service events and activities that recognize, educate and entertain employees on topics from professionalism, e-mail and phone etiquette and service skills in an academic setting. Whether you regularly serve above and beyond your customer's expectations or seek to reach a higher level of service, there is an activity planned for you.

Visit the Above & Beyond website for additional details and a schedule of the year's events: www.grinnell.edu/offices/humanresources/custservice0203

