



**TUESDAY, SEPT 25**

6:00-8:00 pm

Second National Bank  
499 S. Broadway

**>>Cost**

**\$20** downtown**matters!**  
Business Partners

**\$35** non-downtown**matters!**  
Business Partners

Register by Monday, September 24, 4 pm.  
add \$10 for registration after deadline & at door

**>>What to gain from this?**

- Engage a new and passionate view of customer service excellence – including the power of WHY YOU DO WHAT YOU DO!
- A heightened view of your practical and tactical role in the service process. In other words, “What can you do every day to make a difference?”
- An overview of the strategic steps to engage a service philosophy in your organization.
- An understanding of the power of customer loyalty and how to leverage it for your continued success.
- Key steps to help you implement change improvements in the organization.

**MAIL REGISTRATION FORM WITH PAYMENT TO**  
MAIN STREET GREENVILLE  
537 S. BROADWAY, SUITE 203  
GREENVILLE OH 45331

## “CUSTOMER SERVICE EXCELLENCE”

PRESENTED BY  
**MARY KAUFMANN**



As both a faculty member at Muskingum University and a Principal Consultant for the Campen Group, Mary Kaufmann brings over 25 years experience leading, coaching and mentoring individuals and teams for increased success. The consultants at the Campen Group know that passionate people make the difference and that every individual can be

engaged in creating success if they can be inspired. Mary will bring a message to inspire practical, tactical and strategic steps that each attendee can leverage to increase customer service excellence -- no matter what level or role you fill in your organization.

Mary is a 1987 graduate of Muskingum University with a double major in Computer Science and Business. She completed an MBA from Baldwin Wallace College in 1990 and graduated in 2008 with a Master of Divinity from Ashland Theological Seminary.

**>> Agenda**

- |                |                                                                    |
|----------------|--------------------------------------------------------------------|
| 6:00 – 6:30 pm | Meet and Greet with refreshments & snacks                          |
| 6:30 – 8:00 pm | Customer Service Excellence presentation with Question and Answers |
| 8:00 pm        | Evaluation & Close                                                 |

**>>Registration**

Register on-line at **www.DowntownGreenville.org** or fill out the below form. Make checks payable to Main Street Greenville

BUSINESS NAME\_\_\_\_\_

EMAIL\_\_\_\_\_

PHONE\_\_\_\_\_

NO. ATTENDING FROM BUSINESS \_\_\_\_\_  
(up to 3 participants per registration)

NAME\_\_\_\_\_

NAME\_\_\_\_\_

NAME\_\_\_\_\_

\_\_\_\_\_**\$20** downtown**matters!**  
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