

Hello!

Central Office is moving right along and improvements are being made. Next month we will provide you with some statistics in hopes to better your understanding of how the Central Office process works.

We are starting our 3rd month here in Ohio and things are starting to find a flow, we still have lots to learn but the team is working hard to do so. We have made some changes here in the office that we feel will create a more efficient work flow.

Our Registration team is now together all in one area where they can communicate and work together. We are working in a 10 day window with cat and litter registrations, there are still those instances where the registration is not a smooth one but I know the team is trying to notify the customer as soon as there is an issue. It is very important that you include your phone number and email address on your registrations just for this reason. Also, remember the quicker you get back to our team once they have contacted you the quicker your work is processed.

We hope to add helpful hints each month to this letter that will benefit Central Office and members alike.

As a whole we are working to improve our customer service, we believe we are making the proper steps to do so.

There was a celebration in the Central Office in the month of October; Shirley Michaud-Dent was presented with a clock by Donna Jean Thompson for her 20 years of service to CFA. We all thank Shirley for all she has done and will continue to do here at CFA.

Central Office also would like to express their deepest gratitude to our wonderful volunteers, Marianne Toth and Sharon Powell. They have been great in helping us around here. We know their time is very valuable and we appreciate the time they give.

Also, we did a little dress up for Halloween; it brought smiles to our faces to see the outfits. We have included some pictures for your enjoyment.

Please do not hesitate to contact Central Office with any questions or concerns, Donna Jean and I are here to help as well as the rest of the staff.

Central Office will be closed on Thursday & Friday, November 24th & 25th in observance of Thanksgiving.

Hope to see most of you at the show this weekend and hear your thoughts first hand.

Verna M. Dobbins



Shirley Dent (L) receives an award for 20 years of service to CFA



Verna Dobbins



Julie Grasse



Receptionist Catie Riddell



Donna Jean Lewis (L) and Shirley Dent (R)



Diane Cioci and Kristi Wollam