



~ Introduction ~

Hello All! Today, we have the pleasure of hosting a highly respected and accomplished speaker who will be sharing invaluable advice and insights on how to improve management of Customer Service Teams.

With 30+ years of experience in leading successful Customer Service Teams, our speaker, a certified Project Manager and HR Professional, has a wealth of knowledge and practical strategies to share. She understands the importance of delivering exceptional customer service and the critical role that Customer Service Managers play in achieving this goal. She also understands, first-hand, the challenges Customer Service Managers face in developing and coaching teams, while focusing on goals, objectives, and metrics.

Through her engaging and thought-provoking presentation, our speaker will provide valuable guidance on how to motivate and empower your Customer Service Team, optimize your customer service processes, and ultimately create a culture of customer-centricity within your organization.

So please join me in giving a warm welcome to our esteemed speaker, Beverly Hathorn and let's get ready to learn and grow together!