

# Creating Customer Driven Services.

## Registration Form

Registration Fee: \$50.00

Price includes CEU's and a 1/2 hour lunch

CEU's Requested: \_\_\_ Yes \_\_\_ No

Registration Deadline: October 26, 2009

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

Special accommodations needed due to a disability: \_\_\_\_\_

### **Please make checks payable to:**

Area Agency on Aging Region 9, Inc.  
60788 Southgate Road  
Byesville, Ohio 43723

Telephone inquiries to 1-800-932-7277  
extension 4912 voice or fax 740-439-3592

## *Directions to Dutch Valley Restaurant*

*1343 Old Route 39, Sugarcreek, Ohio*

From 77 North, take the Sugarcreek/Dover exit. Turn left on State Route 39. Follow this road approximately 6 1/2 to 7 miles until you come to Dutch Valley Road/County Road 46. You will then turn left. The Dutch Valley Restaurant will be on your left.

From 77 South, take the Sugarcreek/Dover Exit. Turn right on State Route 39. Follow the same directions as above

## *Continuing Education Units*

The Area Agency on Aging Region 9, Inc. is an approved provider of Continuing Education Units by the Ohio Social Worker Board. This offering has been approved for 5.5 contact hours for Licensed Social Workers Provider # RSX029802. The Ohio Board of Nursing accepts events approved for Social Workers for Continuing Nurse Education.



**AREA AGENCY ON AGING  
REGION 9, INC.**

PRESENTS

## **Creating Customer Driven Services: Educating Your Customers to Help Themselves.**



*November 2, 2009*

*9:00 a.m. 4:00 p.m.*

*(Lunch begins at 12:00 p.m.,  
Registration Begins at 8:30 a.m.)*

**Area Agency on Aging - Region 9, Inc.**  
**60788 Southgate Road, Byesville, OH 43723**  
Voice(800)945-4250 ~ Fax(740)439-3592  
*Serving Ohio's Belmont, Carroll, Coshocton, Guernsey,  
Harrison, Holmes, Jefferson, Muskingum, and Tuscarawas  
counties for over 25 years*

Funded in part by the Ohio Department of Aging

## Creating Customer Driven Services.

November 2, 2009 9:00 - 4:00

- Location: Dutch Valley Restaurant
- Costs: \$50.00
- Price includes CEU's and a 1/2 hour lunch
- Registration Deadline: October 26, 2009

### Learning Outcomes:

At the conclusion of this workshop participants will.....

- ◆ Create standards and processes that support customer satisfaction.
- ◆ Consider the needs of both internal and external customers and brainstorm strategies to meet those needs.
- ◆ Integrate strategies and philosophies designed to foster customer trust and elicit customer cooperation.

### Description

Historically, public agencies have struggled to create a positive public image in the community. This seminar addresses issues of telephone courtesy, creating a favorable first impression, building positive relationships with community stakeholders, and being of optimum service to both internal and external customers.



### About the Trainer

Rita M. Rizzo MSC, CMC, is the Principal of Rizzo & Associates, an Ohio based consulting and training firm. She holds a Masters Degree in Training and Human Resource Management from the University of Leicester in Leicester, England and received her undergraduate education in the field of Psychology from Capital University in Columbus, Ohio. In addition, she is a nurse experienced in the specialty areas of psychiatry, obstetrics and pediatrics. Rita is a Certified Management Consultant (CMC), a prestigious distinction awarded to her by the Institute of Management Consultants in 2002.

Rita has over 20 years experience as a trainer. She has provided training and consulting services for over 8,000 audiences from corporations, associations, and government. She does extensive work for human service agencies internationally and specializes in working with governmental and health care facilities. Each and every presentation Rita delivers is done with warmth, wit, and sincerity, and she never fails to engage her audience in fun and fulfilling ways.

Rita's interest and expertise lies in the areas of Organizational Development, Human Resource Development, Stress Management, Diversity Issues and Systems Approaches.