

Webinar: Maintaining Customer Service While Serving at a Distance

Toya Porter (DOE)

Wed 7/22/2020 9:02 AM

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Subject: Webinar: Maintaining Customer Service While Serving at a Distance

Institute of Child Nutrition S.T.A.R. Webinar: Maintaining Customer Service While Serving at a Distance

Thursday, July 30, 2020

3:00-4:00 pm ET; 2:00-3:00 pm CT; 1:00-2:00 pm MT; 12:00-1:00 pm PT

Learning Objective(s): Participants will be able to identify emerging best practices for maintaining high-quality customer service. Participants will also be able to determine the key strategies for delivering high-quality customer service for back to school planning.

Maintaining customer service in child nutrition programs is essential and requires even more focus during unexpected times. It is important for school nutrition professionals to stay inspired and deliver exceptional service while navigating the current parameters for program operations. Join us on this webinar to hear from professionals in the field who maintained high-quality customer service during the 2019-2020 school closures, and the best practices and key information they are including in their back to school plans. Participants will walk away with strategies that can be shared with their teams to help everyone stay motivated and learn how to maintain excellent customer service. Speakers will include the following members of the Houston Independent School District (Houston, Texas): Najah Callander, Community Relations Director, Keith E. Lewis, Senior Operations Area Manager, and Betti Wiggins, Officer of Nutrition Services.

Webinar registration link: https://theicn.zoom.us/webinar/register/WN_vLT7onn9TcuomS0yhQVftw

A continuing education certificate will be available after completion of the webinar.

Meet the Webinar Speakers:

Najah Callander

Community Relations Director
Houston Independent School District

Keith E. Lewis

Senior Operations Area Manager
Houston Independent School District

Betti Wiggins

Officer of Nutrition Services

Houston Independent School District

After registering, you will receive a confirmation email containing information about joining the webinar. If you are unable to attend the LIVE webinar, there will be a recording of the webinar available on our website 24-48 hours after the live webinar. The recording will be located on the ICN website—click here: www.theicn.org/STAR

Webinar Professional Standards Learning Objectives

SNA Key Area: 4-Communications

USDA Professional Standards Code: 4000 Communications