

Northeastern

I L L I N O I S U N I V E R S I T Y

Creating a Culture of Quality Service

**great
service
matters**

ConnectionsNOW™

What is ConnectionsNow™?

ConnectionsNow™ is a program designed to strengthen customer service, teamwork and customer satisfaction. The program highlights common service problems, communication issues, campus run-around and other negative experiences that lead to poor service for students and staff.

How does the Great Service Matters – ConnectionsNOW™ program work?

The discussion portion of this ConnectionsNow session will be held in conjunction with the Great Service Matters fall conference on Wednesday, October 27, 10:45 - 12:15 pm. Participants will need to complete the 12 on-line modules prior to the team discussion. For more information visit: http://www.neiu.edu/~cdia/Great_Service_Matters_files/Overview%20ConnectionsNOW.pdf. Certificates of completion will be presented to participants who complete all 12 modules. Each module takes 15 – 30 minutes to complete. Access to the modules will be e-mailed to participants upon registration. The registration deadline for this session is Wed, October 6. For more information contact Janice Haring-Hendon at X 4160 or J-HaringHendon@neiu.edu.

[CLICK HERE TO REGISTER](#)