



**The Jamaica Customer Service Association**  
**PSOJ Building, 39 Hope Road, Kingston 10, Jamaica W.I.**

## Calendar of Events 2017

EVENTS	TARGET	FACILITATOR/ SPEAKER	VENUE	DATE	TIME	FEES
<b>General Meeting</b>	Members & Guests	Pins will be given to paid up members Special Guest Speaker	To be announced	February 23	5:30p.m.-7:30p.m.	No Cost
<b>Workshop</b>	Team Leaders/Customer Service Managers/ Supervisors/ Trainers/ Organisation Development Specialist	To be Announced	To be announced	March 22	To be Announced	To be Announced
<b>Service Excellence Award JaCSA/ PSOJ</b>	CEO's PSOJ/JaCSA Members	To be decided	To be announced	May 23	7:30am	No Cost
<b>General Meeting</b>	Members & Guests	Pins will be given to paid up members Special Guest Speaker	To be announced	June 29	5:30p.m.-7:30p.m.	No Cost
<b>Annual Customer Satisfaction Workshop</b>	Team Leaders/Customer Service Managers/ Supervisors/ Trainers/ Organisation Development Specialist	To be Announced	To be announced	July 20	8:00a.m.-4:30p.m.	To be Announced
<b>National Customer Service Week</b>	All relevant	As per event	As per event	October 1-7	-	As per event
<b>Annual Conference</b>	Team Leaders/Customer Service Managers/ Supervisors/ Trainers/ Organisation Development Specialist	To be announced	To be announced	October 4- 5	8:00 a.m.-4:30 p.m.	Members-\$24,500.00 Non-Members-\$26,000.00
<b>International Certification Graduation</b>	Graduates & Guests	To be announced	To be announced	October 4	5:30p.m – 7:00 p.m	Sponsored
<b>Catch Me Delighting Award Ceremony</b>	Participating Companies & Guests	To be announced	To be announced	October 5	During Conference	To be decided
<b>Annual General Meeting</b>	Members & Guests	Pins will be given to paid up members Special Guest Speaker	To be announced	October 5	5:30p.m.-7:30p.m.	No Cost
<b>Christmas Social</b>	Members & Guests	To be announced	To be announced	December 11	6:30 p.m.-11:30 p.m	To be decided

- For further information, or to register for any of the events, please contact our Secretariat. Tel: (876) 978-8668/ 927-6238 Ext 2019/ Fax: (876) 978-2709 EMail: [jacsassociation@cwjamaica.com](mailto:jacsassociation@cwjamaica.com)  
**web site: [jacs-association.org](http://jacs-association.org)**
- **Certification** – See 2016 Certification Schedule
- **Fees subject to change**
- **Dates subject to change**