



# The Jamaica Customer Service Association

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*"Raising Service Standards Nationally...Delighting Customers beyond Expectations"*

## MEMBERSHIP APPLICATION

Name: \_\_\_\_\_  
*First Middle Last*

Title:  Mr  Mrs  Ms  Dr  Other Job Title: \_\_\_\_\_

<u>WORK INFORMATION</u>			<u>HOME INFORMATION</u>													
Company: _____			Address: _____													
Address: _____			Tel: _____													
Tel: _____ Fax: _____			Mobile (Cellular): _____													
eMail: _____			e/Mail: _____													
Primary Industry Sector: _____																
<b>How were you introduced to JaCSA?</b> <input type="checkbox"/> Referred <input type="checkbox"/> Media <input type="checkbox"/> Internet			<b>CORPORATE/GROUP MEMBERS ONLY</b> (You may list up to five (5) Representatives - only one will have voting rights)													
<b>Do you wish to join a Volunteer Team?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No			<table border="1"> <thead> <tr> <th><u>Name</u></th> <th><u>Position</u></th> </tr> </thead> <tbody> <tr><td>1 _____</td><td>_____</td></tr> <tr><td>2 _____</td><td>_____</td></tr> <tr><td>3 _____</td><td>_____</td></tr> <tr><td>4 _____</td><td>_____</td></tr> <tr><td>5 _____</td><td>_____</td></tr> </tbody> </table>		<u>Name</u>	<u>Position</u>	1 _____	_____	2 _____	_____	3 _____	_____	4 _____	_____	5 _____	_____
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1 _____	_____															
2 _____	_____															
3 _____	_____															
4 _____	_____															
5 _____	_____															
<b>Do you wish to write articles for our Newsletter?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No																
<b>Membership Category</b>	<b>Annual Dues</b>	<b>Pmt Type</b>	<b>Indicate the type of job in which you are employed.</b>													
<input type="checkbox"/> Corporate Group	J\$16,000	<input type="checkbox"/> Cash	<input type="checkbox"/> Operations & Management													
<input type="checkbox"/> Individual	J\$ 2,500	<input type="checkbox"/> Cheque	<input type="checkbox"/> Personnel													
<input type="checkbox"/> Student	J\$ 550		<input type="checkbox"/> Systems & Technology													
<input type="checkbox"/> Pensioner	J\$ 550		<input type="checkbox"/> Other													
Your Membership is vital to the continued growth and development of JaCSA. Membership guarantees that you will enjoy a wide range of benefits including: <ul style="list-style-type: none"> <li>• Regular contact with other Customer Service specialists.</li> <li>• Discount rates on publications, seminars and conferences sponsored by JaCSA.</li> <li>• Access to research materials.</li> <li>• Free issue of the Association's Newsletters.</li> <li>• Problem-solving information and referrals through the Membership Inquiry Service.</li> </ul>			<b>The Objectives of the Association are to:</b> <ul style="list-style-type: none"> <li>• To facilitate interaction among Customer Service Practitioners and Professionals as well as others interested in the field.</li> <li>• To encourage and facilitate the professional development of members.</li> <li>• To foster improved understanding within all sectors of the Jamaican society about the role, potential and need for excellence in customer service in the process of national development.</li> <li>• To encourage research, analysis and feedback on matters related to customer service as well as setting standards which will provide a catalyst for competitive advantage and professional excellence.</li> <li>• To seek to establish and nurture the highest standards of performance and ethic among persons involved in the field of customer service.</li> </ul>													
<b>INDIVIDUAL MEMBERSHIP</b> Available to professionals in the field of Customer Service.																
<b>CORPORATE /GROUP MEMBERSHIP</b> Available to any company or organization interested in providing excellent customer service. Each corporation/group member shall have the right to nominate one qualified person as representative.																
<b>STUDENT MEMBERSHIP</b> Available to students of tertiary institutions who are pursuing subjects relevant to the field as a career.																
<b>PENSIONER MEMBERSHIP</b> Available to retired professionals who still have an interest in the field.																

I wish to apply for membership and agree to abide by the Rules and Regulations of the Jamaica Customer Service Association.

My payment is enclosed

Please invoice me

Signature.....

Date:.....