

Note DAY & DATE:
Wednesday
September 3, 2014

LOCATION:
O'Callahan's/Shilo Inn
50 Comstock
Richland, Washington

5:30 p.m. - Check in/Networking
(no host cocktail service)

6:00 p.m. - Buffet Dinner

6:45 p.m. - Presentation

DINNER BUFFET MENU:

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

Cost:
\$20 ASQ members
\$24 non members
\$5 presentation only

Reservations are due August 28.
E-mail Panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at (509) 371-2221.

Note: All no shows will be billed unless cancelled 48 hours in advance.

For more information about our ASQ section and other upcoming events: www.asq614.org/

“The Golden Rule of Customer Service”



Ed Landauer **ASQ Region 6A Director**

We have all heard the expression “You only get one chance to make a first impression.” Your customer’s first contact may be in a visit to your organization site or website, a phone call with someone in the office or an e-mail from one of your employees.

We’ve all probably had both good and not-so-good experiences. Have you ever called a store to find out if they carry a particular item, only to get a recording telling you to “press 1 for hardware, press 2 for paint, press 3 for lighting ... press 9 for ...”? Then after you press the number for the department you want, the phone rings 10 times and then reverts back to the same recording again?

What first impression does a new customer get about *your* organization? Is the customer really always “right”? How can we ensure our customers have a positive experience and help bring in more business by telling others about that experience?

Join us on Wednesday, September 3, to learn more. Ed Landauer will describe a variety of real situations that he has encountered and will discuss the possible impacts they could have on potential customers.

About the Speaker: Ed Landauer is an ASQ Fellow and Certified Quality Engineer. He has taught Engineering and Quality-related courses with an emphasis on Quality Engineering, Technician and Inspector Certifications for over 20 years. He has Master of Science degrees in Statistics, Industrial Engineering and Mathematics and is a Registered Professional Engineer in Mechanical, Industrial and Manufacturing Engineering. Currently Regional Director for ASQ Region 6A, Ed previously served as the Section Chair for both the Portland (Oregon) Section and the Channel Cities Section in Ventura, California.