

The City of Chattanooga, TN invites you to  
The 10<sup>th</sup> Annual Association of  
Government Contact Center Employees Conference



[www.governmentcallcenter.org](http://www.governmentcallcenter.org)

**Mark your calendar**  
for  
May 12<sup>th</sup>, 13<sup>th</sup> and 14<sup>th</sup>, 2010  
in  
Chattanooga, TN

*“The Scenic City of the South – “Find the Treasure of Service”*

Be a part of the excitement in Chattanooga, Tennessee as government contact center managers and employees from all over the country will come together to share, network, learn from each other and discuss best practices to improve our unique customer service centers. The 10<sup>th</sup> Annual Government Contact Center Conference will give you the opportunity to learn from the experts, share successes and struggles, network with your peers and make lasting friendships. Our goal this year is to have 100 municipalities represented.

Please share this information with any/all government contact centers in your jurisdiction. This conference will be a great opportunity for everyone, including newcomers, to receive information that will benefit their represented city/county now and into the future.

WHO SHOULD ATTEND?

- Municipalities...
  - with established centers
  - with new contact centers
  - thinking about a contact center
  - planning their contact center
- Leaders in search of methods to strengthen the contact center
- Managers seeking advice from experts and from their peers
- Contact center employees interested in networking

WHAT WILL I GAIN?

- Tools to strengthen your contact center
- New contacts for networking partners
- Knowledge of new products and techniques
- Best practices from other government contact centers
- Creative solutions to overcome challenges
- Friendships to last a lifetime!

Don't miss this opportunity to join your colleagues in the business of creating or managing government contact centers.

Watch for more information in the coming months.

If you have any further questions or concerns, please contact Liz Henley at [henley\\_l@mail.chattanooga.gov](mailto:henley_l@mail.chattanooga.gov) or Roshonda McClain at [mccclair\\_osh@mail.chattanooga.gov](mailto:mccclair_osh@mail.chattanooga.gov)

Thank you!

# The 10<sup>th</sup> Annual Association of Government Contact Center Employees Conference

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## Registration Form May 12<sup>th</sup>, 13<sup>th</sup> and 14<sup>th</sup>, 2010 Chattanooga, TN

\$125 Members

\$175 Non-members

\$200 Vendor

Name \_\_\_\_\_

Title \_\_\_\_\_

Name of City/County \_\_\_\_\_

Department/Agency \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone \_\_\_\_\_

Fax Number \_\_\_\_\_

E-Mail \_\_\_\_\_

For budgeting and planning purposes, please take a minute to answer the following questions:

Arrival Date & Time: \_\_\_\_\_

Departure Date & Time: \_\_\_\_\_

Will you be staying at the Chattanooga Hotel?  yes  no

You can register for The Chattanooga at: [www.chattanoogahotel.com](http://www.chattanoogahotel.com) or 1-800-619-0018 and providing block code #328341. Registrations due by 3-1-2010.

When planning menus, do you have food allergies or dietary requirements?  yes  no

For your convenience, we are now accepting credit card payments by Visa or Mastercard.

You can enter your information below or you can call Liz Henley (423-425-6220) with the following information:

Card # \_\_\_\_\_ Exp. Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
MM/YY

Please mail or e-mail completed registration form and fee to:

City of Chattanooga  
Attention: Liz Henley  
100 E 11th Street  
Suite 104  
Chattanooga, TN 37402  
[henley\\_l@mail.chattanooga.gov](mailto:henley_l@mail.chattanooga.gov)

