

Victor Implementation Team (VIT)

Work Session Agenda

Team:	Task Force 3, Customer Service	Minutes Taker:	AB
Date:	Thursday, July 22, 2010	Facilitator(s):	AB
Time:	9:00	Location:	Community Room, TH
Present:			

Item	Who	Time	Discussion
1. Welcome/Overview			
2. Public Commentary			
3) Update of projects from previous meeting.	AB/WP		Determine what should be in the packet <ul style="list-style-type: none"> - Assemble final packet AB/WP (Status?)
	TK/SP		Comment cards status. <ul style="list-style-type: none"> - Monthly report (TK)
4) Planning for 2010	ALL		<u>Review the strategic intents and Key Initiatives</u> <ul style="list-style-type: none"> - Finish review, “Accountability” clarification (Hold on Agenda for future discussion) - Review assigned time and person and specific projects to work on at present. (ALL) (Plate Full at this time) - Review goals for TF3 (AB)
5) Establish time line for customer service training and needed amenities.	AB/TK		Customer Service Details <ul style="list-style-type: none"> - Internal Customer Service (suggestions on how to improve)
6) Topics of interest	ALL		Employee Recognition <ul style="list-style-type: none"> - Anniversary dates and years of service(TK) What do we do with this? - Promote camaraderie (Team Building exercise (MS)) Discuss possible dates and activities - “1001 ways to reward employees” (AB/MS) Propose that we pull out a few of these each month and discuss or implement - Survey of how do employees want to be recognized? Review the list. <u>Program draft roll out (SP/TK)</u>

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7) Employee Newsletter	MS		Next Newsletter (HOW do we encourage voluntary participation?) <ul style="list-style-type: none">- Status?- Reporter, tasks (MS)- Ideas? (Dog/Owner, adult/baby picture contest)- Red Wing outing?- Roundtable dates and objectives