

Toronto Chapter of the ICSA
Staff Appreciation Night
October 16, 2008

Over 180 participants gathered at the OLD Mill Inn in Toronto to celebrate Customer Service Week with the International Customer Service Association, Toronto Chapter this year.



The evening started off with a cocktail reception featuring entertainment that included palm readers, psychics, cartoon caricaturists, handwriting analysts, an iridologist and more. Guests had a chance to visit booths from TravelChoice and try out a therapeutic bed from Ceragem, used by organizations to help employees relive stress. The beds are a great idea and were a big hit at Staff Appreciation Night, as were all of our vendors and entertainment.

After an hour of networking and entertainment, guests were invited to the dining room to enjoy a number of other events. Our emcees, Faelyne Templer and Jason Bedford, began with opening remarks on customer service. Dolly Konzelmann, President of ICSA Toronto Chapter, welcomed the packed crowd. As the evening moved on, several door prizes were handed out throughout the event, which organizations had donated—including a \$500.00 investment certificate from ING Direct.

Our speaker Paul spoke on advertising and Internet optimization, slightly different from the usual customer service stories. Two guests, Edward Barisa from the Ontario Real Estate Association and Al Gibbins from Hubbell Canada, shared their thoughts on the value of customer service. The peseta de resistance was around the corner; we announced the winners of our contest. With over 27 entries it was a tough fight.

The winners were:

Customer Service Professional of the Year:

Gold: Kelly Reynolds and Jarna Whitlock, LoyaltyOne

Silver: Gail Harnum, Callaway Golf

Bronze: Caroline St. Louis, Hubbell-Canada



Customer Service Team of the Year:

Gold: Customer Service Team, Canadian Premier Life Insurance Company

Silver: Quality Sales Evaluator Team, ING Direct

Bronze: Consumer Affairs Executive Division, Starwood Hotels & Resorts

Feedback ratings were awesome. Next year we want plan to do it bigger and better and hope that everyone will be back to share the good times and wonderful stories we encounter every time.

Thanks to everyone who made Staff Appreciation Night a tremendous success!