

THIRD THURSDAY WEBINAR

February 16, 2023 at 11:00 a.m. ET

Topic: *Becoming a Superhero to our Customers and Community*



Polly Walker

*Manager, The Office of
Performance and Innovation (OPI)
City of Henderson, NV*

Monstrous customer service is an evil our customers need to be rescued from! This webinar will provide practical tips on how to combat this enemy with a robust and effective customer service strategy. You will gain knowledge on how to identify and implement an effective approach (aligned with the Baldrige Criteria) for identifying, measuring, and improving customer service at your organization.

Polly Walker is the Manager of The Office of Performance and Innovation (OPI) for the City of Henderson, Nevada, a 2021 recipient of the SWAE Pinnacle Award of Excellence. OPI maximizes organizational performance by providing strategic planning, customer experience, data management, and continuous improvement support and coordination. Polly has 28 years of experience in regional, county and city government. She holds a Master's degree in Public Administration from the University of Oklahoma and an MBA from University of Phoenix.

To register for the webinar, go to <https://attendee.gotowebinar.com/register/3750048660638192397>

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