



# YOU'RE INVITED

Explore new skills for contact center frontline leadership at this exclusive event!

## WHEN?

Thursday, October 24, 2024  
9:00 AM - 12:00 PM

## WHERE?

8201 Corporate Drive  
Hyattsville, MD 20785

## WHO?

Hosted by Cory Minzyk  
(Home Genius Exteriors)

## RSVP:

<https://tinyurl.com/CCNG-Maryland>

CCNG is thrilled to invite you to an in-person Regional Networking Event, hosted by member Cory Minzyk. This event will delve into key topics around "Recruiting and Retention in Customer Service," focusing on proven strategies for attracting and retaining top talent through clear career paths, comprehensive training, and fostering a supportive work culture.

We'll discuss best practices for outbound calling, emphasizing the importance of personalized calls, effective objection handling, and staying compliant with TCPA regulations. Learn how to accelerate the conversion from initial contact to sales lead by streamlining communication, using CRM systems, and prioritizing high-engagement leads.

Join us as we explore the latest trends in customer service, from operational efficiency techniques to offering seamless omnichannel support. Discover how businesses are creating exceptional customer experiences and boosting employee satisfaction to drive service quality. Don't miss this opportunity to engage in meaningful discussions and networking with industry leaders!

## TOPICS:

- Recruiting and Retention
- Dialer Optimization and Best Practices
- Customer Service Best Practices

## WHY YOU CAN'T MISS IT:

- Uncover cutting-edge leadership strategies.
- Exchange insights with peers, enriching your knowledge.
- Connect with fellow professionals in-person, opening doors to new opportunities.