

SGA
Associate Members Training Day
Cameron Valves - Houston TX

AGENDA

Tuesday, December 11

7:30 Continental breakfast

8:00 – 8:15 **Welcome and Introductions**

Barry Abel, Cameron Valves and Chairman, SGA Associate Members Committee; and
Pat Downey, Vice President, Southern Gas Association

8:15 – 10:15 **Introduction to the Natural Gas Industry** – *Michael Hansen*, SGA Consulting Services

- a. Industry Overview – Key Players and Segments
- b. Exploration and Production
- c. Pipeline Construction & Operations
- d. Local Distribution Company Operations
- e. Wrap-up/Review

10:15 – 10:30 Break

10:30 - Noon **Defining Quality Customer service** – *Mark Miller*, Strategies for Success Inc.

- a. What do customers want?
- b. What does exceptional Customer Service look like?
- c. How to create a Customer Service Vision

Noon – 1:00 Lunch (provided)

1:00 - 3:30 **Building Quality Customer Service**

- a. How to Greet Customers
- b. Communicating - Words that Bond
- c. Servicing Customers - Being Exceptional
- d. Satisfying Dissatisfied Customers - Dealing with the Difficult
- e. Servicing The Sale - Continuing to Help

3:30 – 3:45 Break

3:45 - 4:15 **How Well Are We Doing Right Now? How Will We Get Better?**

4:15 - 4:30 **Wrap-up/Q & A/Adjourn**