



**Forum Date:** Tuesday, January 20, 2009

**Time:** 5:30 - 7:30 p.m.

**Location:** Nebraska Chapter of the National Electrical Contractors Association (NECA)  
8960 L St., Omaha, NE  
Third Floor Meeting Room 306

**Refreshments will be provided**

**TOPIC:** **"How to Provide Stellar Customer Service - Keeping Clients Happy"**  
The January session of the ECP Forum will highlight a panel of professionals to share tips and strategies for providing outstanding customer service to your clients - a critically important role to ensure continued company success and professional development. Featured guests for this session are: Tim Rush, leader of construction marketing services for Lacy Construction in Grand Island and George Killian with UNO Facilities Management, to share perspectives from a private enterprise client; and Trenton Magid and Jeff Beals with Coldwell Banker Commercial World Group will share their insights from a private developer working with construction professionals. Come in from the cold and hear hot tips to help you be more successful at keeping clients happy.

There is **never** a participation fee

**We need you to RSVP by Monday, November 17.**

Name: \_\_\_\_\_

Company: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Return your RSVP to:

**AGC Nebraska Building Chapter**  
1327 H St, Suite 202  
Lincoln, NE 68508-3751  
Ph: (402) 438-0400  
Fax: (402) 438-0066  
E-mail: agcnebuilders@alltel.net  
Website: www.agcnebuilders.com