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BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
County of Cook and State of Illinois

"DON'T TRANSFER THAT CALL" MANUAL
WASHINGTON COLLEGE

THE CHANCELLOR

REPORTS that during the month of August, Washington College conducted a series of Customer Service workshops for its staff focusing on all aspects of customer and telephone training; and

that a new manual prepared under the direction of Vice President Ghingo Brooks with the cooperation of the entire College community, "Don't Transfer that Call: A Lost Call is a Lost Student" has been developed to assist in this campaign,

that said manual contains information about all programs affiliated and offered at the College and has been distributed to all personnel; and

that the end goal is to offer our current and prospective students improved, efficient, and courteous service.

Respectfully submitted,

Wayne D. Watson
Chancellor

September 3, 1998