

## **October 7<sup>th</sup> Interagency Customer Service Forum Features USA Services Team**

The Federal Consulting Group announces the next meeting of the Interagency Customer Service Forum on Thursday, October 7, 2004 from 10:00 – Noon in Room 7100 at the General Services Administration's headquarters, 1800 F Street, NW, Washington, DC.

This meeting is a must attend for any federal official with an interest in improving customer service at their agency. It features a panel of experts from the GSA's USA Services team comprised of Stuart Willoughby, James Vaughn, and Carole Dobbs. The topic for their discussion is "Taking Customer Service to the Next Level."

In their presentation, they will highlight topics such as:

- What's behind the buzz about the USA Services' new contract for contact center services?
- Are you prepared for the next round of government-wide customer service standards?
- What is OMB looking for with respect to the data request on citizen contact center?
- How to take advantage of GSA's unique and free USA Services program on misdirected inquiries.

The IACS Forum is a community of practice open to anyone in the federal government with an interest in Customer Service. The Forum is sponsored by the Federal Consulting Group and there is no charge to attend any Forum events (you can learn more about what the federal government is doing to promote better customer service at our web site [www.customerservice.gov](http://www.customerservice.gov)).

When: 10:00 p.m. – Noon, Thursday, October 7, 2004

Where: General Services Administration Headquarters, Room 7100  
1800 F Street, NW, Washington, DC.

Metro: Farragut West (Blue/Orange); Farragut North (Red)

If you plan to attend, RSVP to Brendan Jinnohara at FCG by email (Brendan.Jinnohara@ots.treas.gov) or phone (202-906-7088).

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