



“My Pleasure!” Customer Service Pre-Conference Workshop

KACRAO attendees are invited to arrive to Wichita early to enjoy a pre-conference workshop that focuses on delivering high-impact customer service in a college setting. Pre-conference attendees will hear from multiple professionals with service, higher education and other professional backgrounds, in order to learn broad service approaches and foundational best practices to consider taking back to their own campus.

Featured Speaker:

Krisi Medina, Corporate Sales Trainer for Chick-Fil-A

Krisi has traveled all over the United States sharing her passion for service and leadership by training employees at newly-opening Chick-Fil-A locations. She’s been to almost every state in America and has had the chance to train thousands of people in her role, teaching staff about the service values Chick-Fil-A employees are well-known and beloved for. She’ll talk about how she coaches new employees to understand the big picture while managing the smallest of details, and how all of those practices come together to make every Chick-Fil-A guest feel special each time they walk in the door.

Additional Speakers:

Lisa Hansen, Director of OneStop at Wichita State

By using an array of engagement platforms including chat, ticketing, online knowledge bases, phone and in-person engagement, the WSU OneStop has the challenge of helping thousands of students with a broad variety of questions from admissions to registration to advising to payment to financial aid. Lisa’s decade-long experience in admissions and related OneStop services gives her a unique perspective to share with workshop attendees, as she’s had to have difficult conversations with students, she’s coached students on their first-year schedule and registration and all the meanwhile helped them navigate the bigger university/college setting. Hear best practices on what’s worked well for OneStop and reflect on what you could take back to your campus while also generating new ideas.

Customer Service Panel:

The workshop will close with a Q&A panel of customer service veterans who will each share best practices they’ve utilized in a variety of education and business settings. They’ll offer advice on how to train new employees, invigorate existing employees and ultimately encourage you to think about if you are maximizing the service your office is providing students.

Lunch will be provided for all pre-conference attendees. We would especially love to see area student assistants from across your campuses to connect them with higher education and customer service experts.

Student Rate - \$25.00

Staff Rate- \$40.00