



International Association of  
Administrative Professionals®

## *Municipal Employees Chapter*

# Exceptional Customer Service

**Four Different Personality Types: How  
they interact and affect Customer Service  
both outside and inside the office.**

**Presented by Luis Castro  
President of MAXIMIZEBIZ**

**Please Join Us September 17, 2009**

**Gwinnett County  
Fire Administrative Headquarters  
408 Hurricane Shoals Road. NE  
Lawrenceville, GA**

**Time: 5:45\* p.m.—6:00 p.m. Networking  
6:00\* p.m.—Program Begins**

**RSVP by Friday, September 11: Lorraine Powell CPS/CAP  
678-518-4818 or [lorraine.powell@gwinnettcounty.com](mailto:lorraine.powell@gwinnettcounty.com)**

**1 Recertification Point**

**Note Time Change  
for Networking and  
for Program**