



Western Regional Gas Conference 2018 Customer Service Track - Agenda



Tuesday – August 28, 2018

<p>8:00 – 9:15 AM Join us in the Marche Ballroom for the Keynote Address and General Session!</p>	
<p>9:15 – 10:00 AM Open</p>	<p>***Join us in the breakout session of your choice. See the main Agenda***</p>
<p>10:00 – 10:30 AM Break & Vendor Area Raffle (Milan Ballroom)</p>	
<p>10:30 – 11:15 AM Outage Restoration Procedures Tim Murray – Southwest Gas Corporation (Molise 4)</p>	<p>Session Highlights:</p> <ul style="list-style-type: none"> • Efficiently and effectively managing an Outage. • Tracking resources for billing and reporting purposes. • Utilizing mutual assistance agreements. • Includes demo of SWG Command Trailer.
<p>11:15 – 11:45 AM Break & Vendor Exhibits (Milan Ballroom)</p>	
<p>11:45 AM – 12:30 PM Customer Relations Training Marc Duarte – Southwest Gas Corporation (Molise 4)</p>	<p>Session Highlights:</p> <ul style="list-style-type: none"> • Tips and tools on how to deal with people who have very different personalities. • Tips to identify different personality types before you get hooked. • Learn how to diffuse that difficult situation with customers.
<p>12:30 PM – 1:45 PM Lunch Break & Vendor Area Raffle (Milan Ballroom)</p>	
<p>1:45 – 2:30 PM Customer Service Roundtable Discussion Facilitated by Tim Murray – Southwest Gas Corporation (Molise 4)</p>	<p>Roundtable Highlights:</p> <p>Outage Restoration, Strategic Emergency Response and Carbon Monoxide response.</p>



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2:30 – 2:45 PM Break & Vendor Area Raffle (Milan Ballroom)	
2:45 – 4:30 PM Customer Service Roundtable Discussion Facilitated by Tim Murray – Southwest Gas Corporation (Molise 1)	Roundtable Highlights: In car Cameras, FR uniforms, and Tools & Equipment, Open Topic Discussion.
4:30 – 6:00 PM Reception and Main Raffle (Milan Ballroom)	
Join us for light fare, beverages, and a great door prize raffle in the Vendor Display Area in the Milan Ballroom.	