

2019-2020 Convocation

Thursday, August 29 | Burnight Center Theatre | 11 a.m.

Welcome

**Recap of 2018-19
Accomplishments and Achievements**

**Introduction of Employees
Newly Tenured Faculty, New Faculty, New/Promoted Classified,
Confidential, Managers, and Foundation Employees**

***What is Service Excellence and
Academic Customer Service, and Why it Matters***

Presented by Dr. Neal Raisman, Author

*The Power of Retention: More Customer Service in Higher Education
&*

Embrace the Oxymoron: Customer Service in Higher Education

Questions and Answers

Closing Remarks

If disability accommodations (e.g. communications access, alternate formats) are needed to participate fully in this event, please contact Donna Sheibe at AccommodationsRequest@Cerritos.edu within seven school days in advance.

