



## ICSA Colorado Membership

Join today to enjoy the full benefits of informative topics focusing on trends in the customer service industry. Here are a few highlights of what you can expect with your ICSA Colorado Membership:

- Monthly meetings with local members to exchange customer service management ideas, techniques, and new developments.
- A local forum to network with other customer service management professionals to share knowledge, expertise, and search for solutions to challenging issues.
- Dynamic guest speakers, roundtable and/or panel discussions providing valuable, thought-provoking, information that can be taken back to your work environment for immediate implementation.
- Special annual events: Quality Summit, Summer Social, Customer Service Rep Awards Breakfast, Holiday Breakfast.
- ICSA meetings are held the third Thursday of each month at various locations throughout the Denver metro area, providing opportunities to tour call center environments of various customer service focused organizations.

### **Pertinent information regarding membership:**

- Membership with ICSA Colorado is separate from the National ICSA organization.
- ICSA Colorado is an *individual membership* organization, not a corporate membership organization. As most companies pay dues for each individual member, ICSA Colorado membership is transferable from one employee to another within the same company.
- ICSA Colorado offers a discount on membership dues for multiple employees from the same company. The first employee pays \$100 annual fee and additional employees pay \$90 per person. Our intent is to encourage more people from the same company to become active members.
- Guests may attend one complimentary introductory meeting. Thereafter, the cost to non-members attending ICSA Colorado monthly meetings is \$15 per meeting. Some special events may require an additional fee for all attendees to cover the cost of facilities, food, and/or guest speakers.

If you are interested in joining ICSA Colorado please complete the attached Membership Application and return with payment to Russ Schmuhl, Membership Chairperson, or contact Russ at **720-870-4671** [rschmuhl@customercare.com](mailto:rschmuhl@customercare.com). You may also pay online at our website, [www.icsacolorado.org](http://www.icsacolorado.org). (If paying online, please also provide Russ with contact and company information.)



**ICSA Colorado**  
**Membership Application**  
*(Complete one Membership Application per person)*

Date: \_\_\_\_\_

Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Main Cmpy Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

**2010 Membership Fee Enclosed:**

*(✓ Check one)*

- \_\_\_\_\_ **\$100** 2009 Annual Individual Membership Fee
- \_\_\_\_\_ **\$90** Additional Employee Annual Individual Membership Fee

Make check payable to: **Colorado Chapter ICOSA**

Mail completed Membership Application with check to:

Russ Schmuhl  
Membership Chairperson  
Colorado Chapter ICOSA  
5994 South Holly St. #258  
Greenwood Village, CO 80111-4221