



CAA South Coast

October 17
2013

Disney's Approach to Quality Service

Join us on October 17 as CAA South Coast & Tonusa welcome *Disney Institute* for a Lunch Club Workshop. We are thrilled to have a true leader in customer service as our guest. For over 80 years, The Walt Disney Company® has been synonymous with excellence in quality customer service.

As part of The Walt Disney Company®, *Disney Institute* works with organizations using the successes of the Disney brand to energize organizations with "time-tested best practices, sound methodologies, and real life business lessons."

Disney Institute will be presenting, *Disney's Approach to Quality Service*. In his 90 minute keynote, Cast Member, Bruce Kimbrell will use the Disney model to show us how to consistently exceed our customers' expectations.

We are thrilled to provide this kind of world renowned training! A huge thank you to Tonusa for seeing the value this will bring to our membership.

Date:	October 17, 2013
Networking & Lunch:	11:00—11:30am
Workshop:	11:30—1:00pm
Cost:	\$45 Members Pre-registered, \$55 At the door, \$60 Future Members
Location:	Radisson Newport Beach 4545 MacArthur Blvd. Newport Beach, CA

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