

CENTRAL FLORIDA BUYLINES

ISM – Central Florida
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ISM-CF's Mission and Vision statement is "To promote and maintain excellence among purchasing/supply management professionals through continued leadership in the areas of Ethics, Professionalism, Education, Networking, Community, and Involvement."

Professional Development and Networking Event

Tuesday, October 8, 2013

Networking begins at 5:30 p.m., Dinner is served at 6:30 p.m.
Dubsdread Golf Club, 549 Par Street, Orlando, Florida

"Heart-filled Service" Speaker: **Sherri Bruen** – Founder, Interactions CSS

October is a good month to focus on an area we all could use help in....Customer Service! Please join us for a unique look into how you can influence customer service in your organization.



Sherri was born to a role in customer service. Her passion for service runs deep and her career choices have all been guided by the personal joy she finds in emotionally connecting to people. Sherri found her niche as a service professional with Darden where she spent 21 years in Guest Relations. As Guest Experience Manager, Sherri led the Darden Center of Excellence Guest Relations team. She was instrumental in successfully merging the individually branded Guest Relations teams into one cohesive unit where she aligned service goals, improved email response time, call answer rates, and guest satisfaction with resolutions. With her infectious passion for service, Sherri has trained and developed the careers of more than 30 guest relations representatives and impacted

thousands of restaurant managers with over-the-top support and guest relationship building skills.

Most noteworthy is a 5-step communication system of proven techniques that enables service providers to understand and defuse conflict as well as effectively resolve issues that arise in a guest service environment. The guest recovery methodology was crafted into a coaching and reference tool for restaurant managers and incorporated into Darden's Manager-in-Training program. A trusted and adaptive self-starter, Sherri is known to Darden restaurant operations for her novel and creative guest recovery solutions.

After many years of dedicated service to Darden, Sherri retired and founded Interactions CSS, a customer service consulting business focused on providing clients with the soft skills to transform the quality of customer interactions into positive outcomes that fulfill a service promise, restore consumer trust, and emotionally bond customers.

A native of small town New York, Sherri has resided in the Orlando area for most of her life. In her personal time she enjoys home decorating, connecting with people through social media, and doing crossword puzzles.

Register at www.ism-cf.org



Certification Exam Review

To help you successfully pass the certification exams, ISM-CF is providing review classes for Certified Professional Supply Manager (CPSM) certification exams.

The next CPSM Exam Reviews will be held on the following dates:

Date	CPSM Review
10/19/13	Exam 1
01/18/14	Exam 2
03/15/14	Exam 3



Ed Wainwright, C.P.M., APP will be instructing the classes using the ISM training materials. Ed taught ISM-CF's C.P.M. review classes from 1985 until 2006. In 2011, he attended the ISM Trainer Course and has taught numerous CPSM Review classes since. The classes provide excellent knowledge and resources to attendees.

The reviews will be held at the OUC Gardenia Facility training room located at 3800 Gardenia Ave, Orlando, FL 32839, from 8:00am to 5:00pm. The cost per review is \$50.00 for ISM-CF members, \$75 for other ISM members and \$100.00 for non-members.

Individuals taking the classes should purchase the CPSM Study Guide and the CPSM Diagnostic Exam. The materials used during the review classes are also an excellent guide for individual study after the class.

Registration is available at www.ism-cf.org. If you have any questions, please contact Ed Wainwright at (407) 348-2489 or ed_wainwright@hotmail.com.

NEWSLETTER ITEMS – Please send newsletter articles, announcements and news releases to David Billingsley at: comm@ism-cf.org.