



Northlake Association  
Medical Managers  
LMGMA Affiliate Chapter

**Annual Fall Seminar  
Contagious Customer Service  
In Healthcare  
Presented by  
Nationally Recognized Speaker,  
Instructor and Coach,  
Monica Wofford, MBA, CSP**

The Northlake Association of Medical Managers has partnered with GNO Chapter to bring Monica and her exciting presentation to our members. You'll leave this seminar feeling energized and ready to spread your new contagious confidence and knowledge to lead and inspire the people in your office. You will also leave with the tools to make any of those needed changes in your practice!

**Date:** September 17, 2009

**Place:** East Jefferson General Hospital Conference Center  
Esplanade Room 1 (Free parking in the "Hudson Garage" or "EJGH Garage")  
4200 Houma Blvd., Metairie, Louisiana 70006

**Time:** Registration begins at 8:15; the program begins promptly at 9:00 am  
and will conclude at 11:30. Deluxe Continental Breakfast will be served.

**Cost:** **FREE** to the **first 50** Active Members who register before 9/3/09 – registration will open  
to non-members on 9/4/09 for \$35.00 ~ Don't Wait ~ Register Now!  
**See below for cancellation policy.**

**PLEASE DETACH & COMPLETE THE REGISTRATION SECTION BELOW**

**MAIL FORM TO: NAMM , P.O. BOX 2698 Mandeville, LA 70470 OR EMAIL TO: [dwilliams@stph.org](mailto:dwilliams@stph.org)**

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**NAME:** \_\_\_\_\_ **DAY TIME PHONE NUMBER:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_ **CITY, STATE, ZIP:** \_\_\_\_\_

**PRACTICE/OFFICE NAME:** \_\_\_\_\_

**Cancellation Policy:** This seminar is being provided free of charge to the first 50 active members, who register before 9/3/09. Any active member who cancels after 9/4/09 will be charged a \$25.00 cancellation fee. However, an active member's registration may be transferred to another active member free of charge or to a non-member for \$35.00 after 9/4/09. On September 4, 2009 any remaining seats will be offered to non-members on a first come basis, for the non-member fee of \$35.00.

**Please sign below to complete your registration and to accept the terms of the Cancellation Policy:**

\_\_\_\_\_  
(Participant's Signature)

\_\_\_\_\_  
(Date)

**\*\*NOTE:** Monica will have copies of her books and training materials available for purchase after the seminar!