



-- Synergy for Service in Today's Government --

Government Customer Support Community Update

May, 2009

Please share this free monthly with others who serve Government's customers, and visit us [online](#)

Your news and comments are always welcome at Daryl.L.Covey@noaa.gov .

News items are due by the 25th of each month to be considered for the next issue.

****NEWS****

Happy Public Service Recognition Week!

Be sure to celebrate those who serve Government's customers during May 4-8.

See You Next Week @ GCS!

Our eighth annual Government Customer Support Program kicks off next Monday at 8:30 am at

the Hilton Old Town in Alexandria.

[Program](#)

Networking Outings

Next week's networking excursions are detailed below.

I hope you can join us, even if you can't make the conference!

****INFORMATION****

[Customer Chat](#)

Social Media & Government

Online Communities

****RESOURCES****

Recruiting with Social Media

Email Authentication

Digital Citizen Pulse

****OPPORTUNITIES****

Networking Outings Next Week

Groups will depart from the lobby of the Hilton Old Town in Alexandria, VA at the times shown.
Please gather in the lobby a few minutes beforehand if you plan to go.

The prices, schedules, and fares quoted are from web sites of the operators.

Ride on the Potomac to Georgetown for Dinner

Sunday evening, May 3

(evening before the conference begins)

Leave at 5:00 pm and catch the 5:30 water taxi at the foot of King Street.
Water taxi fare is \$26 round trip.

Water taxi

We will have a group reservation at a recommended restaurant with a diverse menu near the water taxi dock in
Georgetown.

Plans are to catch the last water taxi back at 8:30 and return to the hotel about 9:00 pm.

Dinner at Union Station and Monument Tour

Tuesday evening, May 5

(second night of the conference)

Leave at 5:30 pm and travel by Metro Rail to Union Station for dinner in the food court (wide variety of foods available).

The monument tour departs Union Station at 7:30 pm and returns there at 10:00 pm.

[Tour registration and details](#)

We should arrive back at the hotel around 11:00.

Job Opening

County IS Director

Closes May 8

Job Seeker

A very experienced Federal contact center program manager is seeking a position in the DC area. If you have a position open, email me and I'll put you in touch!

Speaker Calls

Web 2.0 Expo

Closes May 26

Government Customer Service

Closes August 17

****EVENTS****

Government Customer Support

Washington, May 4-6

Public Service Recognition Week

May 4-10

Internal Branding

Washington, May 11-14

Social Media for Government

Ottawa, May 11-14

Streaming Media

New York, May 12-13

IPv6

DC Area, May 12-13

Government Contact Center Employees

Minneapolis, May 13-15

Contact Center Management

Austin, June 1-3

Results-Based Management

Toronto, June 1-4

Help Desk Government Forum

San Diego, June 15-18

****GOOD READING****

Employee Engagement

****PARTING THOUGHT****

“Technology often increases efficiency and saves money, but government leaders must train employees to prevent machines from turning customers into cattle.”

– Andy Opsahl