

October 29, 2013

Dinner Keynote

Gene Ambaum (Unshelved Comic Strip)



Gene Ambaum uses a pen name because he's afraid of his own shadow. He is good at making fun of strange, difficult customers in *Unshelved* because he is the strangest, most difficult customer of all. He once taught English overseas because no one there was in a position to criticize his spelling. He has also been a paperboy, auto mechanic, desk clerk, courier, operations manager and, yes, a librarian. Follow him on Twitter @ambaum

"Surviving the Public" - Tough customers got you down? Let us teach you how to stop worrying and learn to enjoy difficult people! In this 50 minute keynote we focus on the Unshelved approach to customer service: the customer is seldom right. Most customer service interactions can be enjoyable if you have the right frame of mind. Or, failing that, at least you can have the last laugh.