

**AMERICAN PAYROLL ASSOCIATION**

**HARTFORD CHAPTER**

**An Autonomous and Independent Chapter of the PayrollOrg.**

**PO Box 98**

**Poquonock, CT 06064**

President: Gail Ryan, CPP, SS&C Technologies, gryan@sscinc.com

Vice President: Donna Brainard, CPP, TRC Solutions Dbrainard@trcsolutions.com

Secretary: Gwendolyn Carty, Enterprise Holdings, Gwendolyn.D.Carty@ehi.com

Treasurer: Frances Ocansey, CPP

Welcome Committee Chair: Gwendolyn Carty, Enterprise Holdings, Gwendolyn.D.Carty@ehi.com

## **Quarterly Meeting Announcement**



### Thursday, December 7, 2023



**The Nutmeg Restaurant**

**297 S. Main St. Rt. 5**

**East Windsor, CT**

**Phone: 860-627-7094**

## <http://www.nutmegrestaurant.com>

**CUSTOMER SERVICE: THE PAYROLL EXPERIENCE**

Presented by: **Gwendolyn Carty, CPP - Enterprise Mobility**

This presentation will provide workable strategies for assisting internal and external payroll customers.  A deep dive into customer service, along with the exchange of applicable experiences, will make this an exciting year-end conversation.

**Presentation Focal Points:**

* Customer service dynamics
* Reliability and responsiveness aspects
* Tangibles vs Intangibles
* Empathic views
* Professionalism
* Action plans for various scenarios

Don’t leave customer service to chance!

**Gwendolyn Carty, CPP**, is the Payroll Specialist at Enterprise Mobility, where she has been employed for the past 20 years.  She has a bachelor’s degree in Leadership and Organizational Studies and master’s degree in Digital Marketing, both from Bay Path University (Longmeadow, MA).  She currently serves as the Secretary and Welcome Chair on the Board of Directors for the Hartford Chapter of PayrollOrg.  Gwendolyn has operated in the customer service field for over 35 years throughout various industries, such as manufacturing, private security, technical support, sales, and transportation.  Her interaction has been with both internal and external customers during that time.

**Events for the Evening:**

5:00-5:30 Networking – Bring your business cards!

5:30-6:30 Dinner

6:30-8:30 Speakers/Q&A

8:30 Chapter Business

**DIRECTIONS TO: The Nutmeg**

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| **From Hartford:** Take 91 North to Exit 35A Bissell Bridge - RT 291 East. Follow RT 291 over Bissell Bridge to Exit 4. Take a Left at the Light,  Follow RT 5 North, 4.5 Miles,  Nutmeg Restaurant is on the Right.  OR  Take 91 North to Exit 44.  Right at the end of ramp.  Nutmeg Restaurant is 3.5 Miles on the Left. | **From Springfield:** Take 91 South to Exit 44.  Right at the end of ramp.  Nutmeg Restaurant is 3.5 Miles on the Left. |

**HARTFORD CHAPTER – AMERICAN PAYROLL ASSOCIATION**

**QUARTERLY MEETING RESERVATION**

**December 14, 2023**

5:00 PM TO 8:30 PM

**The Nutmeg Restaurant**

**Registration is $60.00**

Reservations **and** checks must be received no later than

## **December 4, 2023**

**Name Company Name Phone # Email APA National Member ID**

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Please make checks payable to: APA - HC (Fed. Tax ID# 47-5032410)

***Please include this completed form with remittance to*:**

**APA Hartford Chapter**

**PO Box 98**

**Poquonock, CT 06064**

**gryan@sscinc.com**