

WESTERN
OUR NEW NORMAL



Reinventing service experience during a pandemic

Presenters: Joy Thomas and Rachel McCarthy
Chair: Susan Folkes

Presentations will be made available on the Conference website for your reference.

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Introductions

Rachel McCarthy

Training and Quality Officer

Joy Thomas

Coordinator (Acting)



Link to our video presentation:

<https://www.youtube.com/watch?v=9vN7XlZA1VU&feature=youtu.be>

Update

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Q&A

- **Question Time!**