



## **WEBINAR:**

# **Behind the Scenes with Erin Kast: Understanding the Customer Experience**



**JUNE 9, 2016  
2:00 PM**



**Erin Kast, from McDonald's Customer Experience, will unveil the mystery behind the 800 complaint number. She will take us through the process and how this data is presented to management and how it effects suppliers.**

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**Members Only**

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**No cost**

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**Register now!**

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**You will get the  
opportunity to have  
your questions  
answered!**

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**Please note : This  
is a live webinar  
and will not be  
recorded**

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Webinar details will be sent out by email prior to the event to all those who have registered.