



customer service week 2011

REFRESH • RECHARGE • RECONNECT

Monday

Casual Dress Code

Opening Celebration & Gift

- **REFRESH** • Breakfast Burritos • **REFRESH** •
- “Flexible Thinking Game” - 1st three correct win a prize!
- **RECHARGE** • Relaxation & Tranquility Room • **RECHARGE** •
- **RECONNECT** • Electronic Game Zone • **RECONNECT** •

Tuesday

Casual Dress Code

- **REFRESH** • Ultimate Nacho Bar • **REFRESH** •
- “Lost Package Challenge” - 1st three correct win a prize!
- **RECHARGE** • Relaxation & Tranquility Room • **RECHARGE** •
- **RECONNECT** • Electronic Game Zone • **RECONNECT** •

Wednesday

Casual Dress Code *SPORTS JERSEY DAY*

- **REFRESH** • Ballpark Luncheon • **REFRESH** •
- “BINGO!” - with prizes!
- **RECHARGE** • Relaxation & Tranquility Room • **RECHARGE** •
- **RECONNECT** • Electronic Game Zone • **RECONNECT** •

Thursday

Casual Dress Code

- **REFRESH** • Italian Luncheon sponsored by Sales & Marketing • **REFRESH** •
- “Sudoku” - 1st three correct win a prize!
- **RECHARGE** • Relaxation & Tranquility Room • **RECHARGE** •
- **RECONNECT** • Electronic Game Zone • **RECONNECT** •

Friday

SUPER Casual Dress Code *Shorts, Sandals, Sweats Allowed*

- **REFRESH** • Chinese Food Luncheon sponsored by Finance • **REFRESH** •
- Ice Cream Social
- “Sudoku” - 1st three correct win a prize!
- **RECHARGE** • Relaxation & Tranquility Room • **RECHARGE** •
- **RECONNECT** • Electronic Game Zone • **RECONNECT** •

Customer Service Week is a time for all service providers to Refresh their spirit, Recharge their energy and passion for service, and Reconnect with valued customers and coworkers.

Thank You for all you do each and every day to support Snap-on's customers, franchisees and employees!