



Insider Agent Service Council

October 16 - 18, 2017

Monday, October 16, 2017

Arrive in Greenville, SC no later than 4pm. Transportation provided from Greenville/Spartanburg Intl. Airport to hotel for check in at the Embassy Suites.

6:30 - 9:00 pm Kick-off dinner and social at “Up on the Roof “at the Embassy Suites

Tuesday, October 17, 2017

Breakfast provided at the Hotel from 6:00 am – 8:00 am.

8:00 am Shuttle pick-up in front of hotel for departure to Hubbell Lighting Corp. , 701 Millennium Blvd., Greenville, SC. Settle into the Executive Board room

8:30 am Welcome
 Vince Santini, VP Sales & Service
 Brian Golden, VP & General Manager, C&I Lighting

9:00am - 10:00 am Meet with key personnel
 Karen Richardson, Sr. Director Customer Support
 Bill Welsh, Director Quotations
 Chris Hutchins, Director of Brand Management

10:00 am *15 min. break*

10:15 am -12:00 pm Workshop: Council member discussions establishing the mission statement, purpose and key objectives

12:00 pm - 1:00 pm Lunch in Executive Board Room

1:00 pm – 1:30 pm Aligning our Sales and Service teams with our agents
 Vince Santini, VP of Sales and Service

1:30 pm – 2:30 pm Key personnel are introduced, and tell us a bit about themselves and what they do at Hubbell with a Q&A session

Tech Support & Warranty	Chenel Drewitt, Tech. Sales & Warranty Manager
Order Processing & Intl Accounts	Mike Estevez, Manager, Service Support
National Accounts	Julie Gregory, Vertical CS Manager

2:30 pm – 3:00 pm Overview of Hubbell programs offered and the benefits of each
 Karen Richardson, Sr. Director Customer Support

3:00 pm 15 min. break

3:15 pm – 4:15 pm Driving Profits and Service through OASIS
 Don Ross, VP of Business Solutions

4:15 pm – 5:00 pm Council Recap

5:00 pm Depart for Hotel

6:30 pm Dinner at Soby’s



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Wednesday, October 18, 2017

Breakfast provided at the Hotel from 6:00 am – 8:00 am.

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| 8:00am | Shuttle pick-up in front of hotel for departure to Hubbell Lighting Corp. , 701 Millennium Blvd., Greenville, SC. Settle into the Executive Board room
<i>(Bring your luggage for departure from HLI to airport)</i> |
| 8:30 am – 9:00 am | Customer Service Overview
Joey Boyle, C&I Customer Support Manager |
| 9:00 am – 9:30 am | Quick Quote Flow Model
Mike Estevez, Manager, Service Support |
| 9:30 am – 10:00 am | Tour of Lighting Solutions Center
Marissa Keisler, Lighting Solutions Specialist |
| 10:00 am | <i>15 min. break</i> |
| 10:15 am - 11:00 am | OASIS/HUE; Overview/ Tips and Tricks/Q & A
Aaron Stevens, Business Analyst |
| 11:00 am - 12:00 pm | “Me and My Shadow”; Agent council members meet and sit with Project Team Leaders and Supervisors in their respective territories. |
| 12:00 pm - 1:00 pm | Lunch with Project Team Leaders and Supervisors
Executive Board Room |
| 1:00 pm - 2:00 pm | Council final review for objectives, commitments and action items. |
| 2:00 pm | Departure |