



LOS ANGELES UNIFIED SCHOOL DISTRICT  
**LOCAL DISTRICT CENTRAL**  
*"Supporting 21<sup>st</sup> Century learners through leadership and service"*  
**OPERATIONS UNIT**

SCHOOL ADMINISTRATIVE ASSISTANTS' & OFFICE MANAGERS'  
 OPERATIONS MEETING

LANTERMAN HIGH SCHOOL  
 THURSDAY, AUGUST 2, 2018  
 11:00 AM-3:30 PM

AGENDA	
<b>Networking and Lunch</b>	
<b>Welcome</b>	<b>Roberto A. Martinez</b> <i>District Superintendent</i>  <b>Eugene L. Hernandez</b> <i>Administrator of Operations</i>
<b>Welcoming Environment</b>	<b>Michelle Gorsuch</b> <i>Operations Coordinator</i>
<b>Customer Service Essentials</b> <ul style="list-style-type: none"> <li>• Telephone Etiquette</li> <li>• Customer Interactions</li> </ul>	<b>Claudia Flores</b> <i>Supervising Classified Training Representative</i> <i>Organizational Excellence</i>
<b>Customer Service Essentials</b> <ul style="list-style-type: none"> <li>• Email Etiquette</li> <li>• Dealing with Difficult Situations</li> </ul>	<b>Claudia Flores</b>
<b>Emergency Procedures</b>	<b>Tony Cortez</b> <i>Operation Coordinator</i>
<b>MiSiS Updates</b> <ul style="list-style-type: none"> <li>• New</li> </ul>	<b>Vicki Gonzales</b> <i>Administrative Coordinator</i> <i>Office of Data and Accountability</i>  <b>Norma Alvarado</b> <b>Marlene Kikuchi</b> <i>IT Trainers</i> <i>ITD Integrated Student Information System</i>
<b>Updates:</b> <ul style="list-style-type: none"> <li>• More than a Meal</li> <li>• Attendance: MiSiS</li> <li>• Substitute Folder</li> </ul>	

*Lunch Sponsored by Lifetouch*