

NC Telecommunications Industry Association  
Human Resources / Training Committee

*Mission: "Provide resources to members on human resources and training issues."*

Russell Green, Atlantic, Chairman  
Ralph Cooke, Yadkin Valley  
Kim Garner, Randolph TMC, Secretary  
Richard Garner, CT Communications  
David Hedrick, CT Communications  
Debbie Johnson, Wilkes Telecommunications  
John McElwraith, US LEC  
Phoebe McGavock, Star TMC  
Brad Miller, Citizens Telephone  
Dan Bennett, Ellerbe Telephone, Board Liaison  
Eddie Ritenour, Wilkes Telecom., Board Liaison

Angie Miller, Skyline TMC  
Sara Puckett, Ellerbe Telephone  
Al Quarles, Sprint  
Nina Scott, Verizon South  
Preston Sellers, CCCC  
Dianne Sink, Lexcom  
Daniel Talley, Madison River/ MEBTEL  
Sandra Vaughn, Lexcom Telephone  
Rex Walser, North State

**April 30, 2004**

**A G E N D A**

**NC Zoo, Randolph Telephone**

- I. Call to Order / Welcome / Introductions** **Russell Green, Chairman**  
Appreciation to Randolph Telephone, Meeting Host
- II. Introduction of Program** **Kim Garner, Randolph Telephone**  
  
**"North Carolina School of Telecommunications"**  
**Janet Gresham, Lead Instructor**
- III. Review January 23, 2004 Minutes**  
Salary and Benefits Survey – Schedule - May 28 due -NCTIA, Due -Committee June 30  
"ECHO – Every Call Has Opportunities" Customer Service Training Dates
- IV. Roundtable Discussions**
- V. Next Meeting - July 30 at Yadkin Valley Telephone**
- VI. Adjourn**