



The Public Safety Group

Customer Service

Good customer service skills are critical for all public safety communications professionals. Today it is not good enough to be technically competent. You must also provide a high level of service. This three-week course will teach you how to provide great service when handling difficult callers, and how to increase the level of service you provide each day

PREREQUISITES:

Public Safety Communications Experience

BENEFITS OF TAKING THIS COURSE:

After taking this course, you will understand:

- Who are your “customers?”
- How to provide the highest level of service.
- The importance of providing high levels of service.
- How to provide great service when handling difficult callers.

WHAT YOU WILL RECEIVE:

- The ability to interact with your peers – discover common problems – find out what is working for them – share information and materials – build a support network of friends in like positions.
- One-on-one mentoring – feedback and assistance from your instructor as you learn great customer service skills.
- Certificate of completion from the **Public Safety Group** awarding **8 training hours** upon successful completion of the course.

COURSE OUTLINE:

Week 1: Customer Service Basics

The Importance of Customer Service
Who are our Customers?
Caller Expectations
Six Sins of Customer Service

Week 2: Keys to Customer Service

Stamp Collecting
Hooks
Annoying and Difficult Callers
Words to Use and Avoid
How to Defuse Anger

Week 3: The Communications Process

Dealing with Profanity
What You Can Do To Provide Great Customer Service
Dispatcher-Field Responder Relations
Dispatcher-Dispatcher Relations
The Golden Rule of Dispatch
Course Wrap-up and Final Exam

TUITION: THIS COURSE IS TAUGHT OVER 3 WEEKS VIA PEI-911 ONLINE.

\$255.00 – includes all course materials