

COURSE DESCRIPTION

Providing satisfactory customer service in the high energy, often high stress field of public safety communications, is paramount to successful performance in this profession, both for the individual Telecommunicator as well as the agency they represent.

This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in excellence to every situation.

Topics include:

- ▶ Defining Customer Service
- ▶ Customer Attitudes and Expectations
- ▶ Customer Service in Public Safety
- ▶ Impact of Customer Service on Public Safety
- ▶ Communications Center Customer Service in Action
- ▶ Customer Service and Quality Control
- ▶ Investigating Complaints
- ▶ Improving Customer Service in the Comm. Center

CO-HOST INFORMATION

Host: West Newbury Police Department

Contact: Chief Art Reed
areed@westnewburysafety.org

Ph. (978) 363-1212

CLASS INFORMATION

Class #: 48795

Date: 2 April 2018

Time: 8:00am – 5:00pm

Tuition: **\$199.00**
*** Reduced MA State Rates Apply*

Location: **Public Safety Center**
401 Main Street
West Newbury, MA 01985

LODGING *

Hampton Inn by Hilton Amesbury

284 Elm Street
Amesbury, MA 01913
Ph. (844) 584-6273
6.7 miles from class site

Fairfield Inn Amesbury by Marriott

35 Clarks Road
Amesbury, MA 01913
Ph. (866) 238-4218
6.7 miles from class site

**Lodging suggested by host agency*

Airport: Boston Logan International Airport – BOS

REGISTRATION

Visit our website at:

http://www.apcointl.com/institute/schedule_registration.html

Registration Policy and Fees:

- Your method of payment MUST accompany your registration.
- Payments received in less than 10 days of the start date of the class will be subject to a late fee of \$25.
- Any registration received within ten (10) days of the class start date of the course is subject to a \$25.00 late registration fee.
- Registrations cancelled more than 21 days prior to the start of the scheduled course will receive a refund minus a \$25.00 administrative fee. Cancellations less than 21 days before the class will receive a 50% tuition refund.
- Only one (1) transfer or substitution is allowed. Transfer fee: \$50.00 A late fee of \$25 will apply if applicable
- Complete registration Policy is available upon request.