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:** Flowood Police Department

**Contact:** Alta Richardson

`arichardson@flowoodpd.com`

Ph. (601) 932-5400

**CLASS INFORMATION**

**Class #:** 55995

**Date:** August 11, 2020

**Time:** 8:00am – 5:00pm

**Tuition:** $199.00

*APCO Full, Associate and Commercial Members receive a $20 discount

**Location:**

Flowood Police Department

2101 Airport Rd

Flowood, MS 39232

**LODGING**

Hilton Garden Inn

118 Laurel Park Cv

Flowood, MS 39232

Ph. (601) 487-0800

2.2 miles from class site

Holiday Inn Express

112 Ridge Way

Flowood, MS 39232

Ph. (601) 992-7773

2 miles from class site

*Lodging suggested by host agency

**Airport:** Coastal Carolina Regional

**REGISTRATION**

Visit our website at:

*My APCO - Training Course: Schedule & Registration*

**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.