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

**COURSE DESCRIPTION**

**CO–HOST INFORMATION**

**Host:** Leesburg Police Department

**Contact:** Scott Mack

Scott.mack@leesburgflorida.gov
Ph. (352) 787-2121

**CLASS INFORMATION**

**Class #:** 56007

**Date:** April 7, 2020

**Time:** 8:00am – 5:00pm

**Tuition:** $239.00

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

**Location:** Leesburg PD Training Auditorium
115 E Magnolia St.
Leesburg, FL 34748

**LODGING**

* Best Western
  1321 N 14th St
  Leesburg, FL 34748
  Ph. (352) 460-0118
  3 miles from class site

* Hampton Inn
  9630 NW US HWY 441
  Leesburg, FL 34748
  Ph. (352) 315-1053
  5 miles from class site

*Lodging suggested by host agency

**Airport:** Orlando International

**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.