



# 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 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.**

**\$245.00** – includes all course materials

**Register Online at [www.pei-911.com](http://www.pei-911.com)**

**Register 4 or more students and receive a 10% discount!**

### **2023 COURSE DATES**

January 2, 2023 – January 22, 2023  
March 20, 2023 – April 9, 2023  
May 22, 2023 – June 11, 2023  
August 14, 2023 – September 2, 2023  
October 30, 2023 – November 19, 2023