

APCO Institute Training Course

Where Public Safety Turns to Learn

Customer Service in Today's Public Safety Communications Center

Location: Missoula, MT
Date: November 14, 2013
Time: 8:00 AM – 5:00 PM
Tuition: \$199.00 **APCO Members receive a \$20 discount**
Course # 35383

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:
Missoula County 9-1-1

Class Location:
Missoula City
Police Department
Academy
435 N. Ryman
Missoula, MT 59802

Contact:
Katie Banks
(406)258-3453
kbanks@co.missoula.mt.us

Lodging:
Holiday Inn - Downtown
200 S. Pattee St
Missoula, MT 59802
Direct: (406) 721-8550
.81 miles from class site

Wingate by Wyndham
5252 Airway Blvd
Missoula, MT 59808
Direct: (406) 541-8000
6.83 miles from class site

Nearest Airport:
Missoula International Airport
6.28 miles from class site

To register, please visit our website at:
<http://apcointl.org/training-and-certification.html>
→Training Courses→Schedule and Registration

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