



APCO International Atlantic Chapter



TRAINING COURSES & Certification



Customer Service in Today's Public Safety Communications Center

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

**THIS COURSE REQUIRES A SEPARATE REGISTRATION AND
COSTS \$75.**