

Customer Service Workshop



AWWA Members \$395 / Non-Members \$495

Day 1: Will concentrate on the problem-solving and decision-making skills required for evaluating and effectively resolving customer service complaints, both real and perceived. Also included are explanations about the systems and/or processes common to all customer service organizations, including general ordering and billing systems, as well as the basic rules and procedures for emergency preparedness for CSRs.

Day 2: Develop your skills as a member of a high-performance work team. This will emphasize your understanding of your role as a member of the larger community of water industry professionals who are serving the public by working for water utilities responsible for a safe and adequate water supply. As a result, the basic ideas of teamwork are taught with water fundamentals and water conservation as part of the background required for understanding water utility rules, regulations, policies, basic terminology and operations.

Instructor: Alicia Mendez-Schomer

Class Location:

- June 27-28, 2016 - California-Nevada Section, 10435 Ashford Street, First Floor, Rancho Cucamonga, CA 91730

Class Time: 7:30 am – 4:30 pm

Agenda:

This workshop is eligible for up to 8 contact hours for the second day only.

Day 1

7:30 am - 11:30 am - The Business of Customer Service

11:30 am – 12:30 pm – Lunch

12:30 pm - 4:30 pm - The Business of Customer Service Continued

Day 2

7:30 am - 11:30 am - Water Industry Operations and the Vital Importance of Teams

11:30 am – 12:30 pm - Lunch

12:30 pm - 4:30 pm - Water Industry Operations and the Vital Importance of Teams Continued

Customer Service Workshop Registration Form

AWWA Member \$395 / Non-member \$495

☐ Rancho Cucamonga – June 27-28, 2016

Attendee Name: _____

Attendee Mailing Address: _____

City: _____ State: _____ Zip: _____

Cell Phone: _____ Home Phone: _____

Attendee E-mail: _____

Company Name: _____

Company Address: _____

City: _____ State: _____ Zip: _____

Company Phone: _____ Fax: _____

AWWA Member #: _____

***Registration will not be processed without PAYMENT**

Make checks payable, in U.S. funds, to CA-NV AWWA

Check # _____ PO # _____
(Must be accompanied by a physical copy of the Purchase Order)

Payment Method: Credit Card: Visa _____ MC _____ AMEX _____

Name on Card: _____

Credit Card # _____

Exp. Date: _____ Billing Zip Code: _____

Authorized Signature: _____

Total Amount Due: _____

If you need a copy of your receipt, please enter e-mail address:

E-mail _____

Please fill out this form completely and mail in with check, money order, or purchase order to:

**CA-NV Section AWWA
10435 Ashford St., 2nd Floor
Rancho Cucamonga, CA 91730**

Or **fax** in with credit card information or physical copy of the purchase order to **(909) 291-2107** (secure fax line). For Registration inquiries please call (909) 291-2117.

CONTACT HOURS

All Contact Hours are emailed. In order to receive your Contact Hours, you must include your email address on this form. For attendance verification you must sign in and out. You must be in attendance for the full time in order to be awarded full credit. If your attendance cannot be verified you will not be issued Contact Hours. The Contact Hours advertised by the CA-NV AWWA are only an estimate, final hours are determined upon an audit of your record. It can take up to 30 days to process and issue your Contact Hour certificates.

CA-NV AWWA CANCELLATION POLICY

Requests for refunds and requests for transfers must be made in writing and are subject to the following conditions: Full refund of fee paid (minus \$50.00 handling fee) will be issued for cancellations received more than two weeks prior to class date. All fees are non-refundable thereafter. Transfers are based on the availability. No transfer requests will be authorized within 72 hours prior to the class date.