

# Customer Service Workshop



AWWA Member \$395 / Non-member \$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:**

- September 30 – October 1, 2014 – City Of San Diego, Employee Training And Development Center, 5510 Kiowa Drive, San Diego, CA 91942

**Class Time:** 8:00 am – 5:00 pm

**Agenda:**

**Day 1**

8:00 am - 12:00 pm - The Business of Customer Service

12:00 pm – 1:00 pm – Lunch

1:00 pm - 5:00 pm - The Business of Customer Service Continued

**Day 2**

8:00 am - 12:00 pm - Water Industry Operations and the Vital Importance of Teams

12:00 pm – 1:00 pm - Lunch

1:00 pm - 5:00 pm - Water Industry Operations and the Vital Importance of Teams Continued

**This workshop is eligible for up to 16 contact hours.**

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## Registration Form

San Diego, CA – September 30 – October 1, 2014

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

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.