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# *Delivering Quality Service*

Do your new employees understand quality customer service? Have impeccable work habits? Understand E&O prevention procedures? This online training course will fill in the gaps of knowledge and experience that new agency employees may not have.

Students will learn how to:

- Develop relationships through active listening
- Take ownership of the customer's problem
- Speak positively in negative situations
- Help confused or irritated customers
- Clarify expectations and confirm work plans
- Minimize E&O risk through proper documentation and following standard agency procedures
- Explore the workflows within the agency's system to create a "big picture" understanding of the task assigned.

The employee will log on the course weekly via the Internet. There is no travel, no interruption to daily agency activity and no time out of the office. In the "virtual classroom" the student can connect with other rookies, ask questions of the facilitator and learn manageable piece of information in a familiar environment. Course fee is \$235.00 for PIA members; \$265.00 for non-members.

<b>Orientation Week</b>	<b>Course Schedule</b>
March 8, 2010	March 15 — April 23
June 14, 2010	June 21 — July 30

## *Registration Form*

Name: \_\_\_\_\_

SS#: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Fax: \_\_\_\_\_ Phone: \_\_\_\_\_

Agency: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Session Start Date: \_\_\_\_\_

Payment:   Check (payable to PIA)      or      Charge to:   Visa      MC      AE

Card #: \_\_\_\_\_ Exp Date: \_\_\_\_\_

Print Cardholder Name

Signature

To register, mail or fax completed form to PIA of Tennessee, 504 Autumn Springs Court, Suite A-2, Franklin, TN 37067. Fax to 615-771-1177.

For registration information call PIA at 615/771-1177. For content information, call 517/627-1856.