

CUSTOMER SERVICE I - III

Agenda

Customer Service I – April 11, 2024

Time	Duration	Lesson
8:00 am – 8:30 am	30 min	Introduction
8:30 am – 9:45 am	75 min	Chapter 1: Communication Skills
9:45 am – 11:15 am	75 min	Chapter 2: Diversity and Inclusion
10:00 am – 10:15 am	15 min	Break
11:15 am – 1:30 pm	75 min	Chapter 3: Listening Skills
12 :00pm - 1:00 pm	60 min	Lunch
1:30 pm- 2:00 pm	90 min	Chapter 4: Customer Service in Action
2:00 pm – 2:20 pm	20 min	Break
3:20 pm – 4:35 pm	75 min	Chapter 5: Working with Challenging Customers
4:35 pm – 4:45 pm	10 min	Wrap-up

Customer Service II – May 9, 2024

Time	Duration	Lesson
8:00 am – 8:30 am	30 min	Introduction
8:30 am – 9:30 am	60 min	Chapter 1: Teamwork
9:30am – 11:45 am	75 min	Chapter 2: People, Processes, and Technology
10:00 am – 10:15 am	15 min	Break
11:45 am - 12:45 pm	60 min	Lunch
12:45 pm – 1:45 pm	60 min	Chapter 2: People, Processes, and Technology (cont.)
1:45 pm – 2:05 pm	20 min	Break
2:05 pm – 3:35 pm	90 min	Chapter 3: A Professional Attitude
3:35 pm – 4:35 pm	60 min	Chapter 4: Personality Types
4:35 pm – 4:45 pm	10 min	Wrap-up

Customer Service III – June 13, 2024

Time	Duration	Lesson
8:00 am – 8:30 am	30 min	Introduction
8:30 am – 9:45 am	75 min	Chapter 1: Understanding the Basics
9:45 am – 11:30 am	120 min	Chapter 2: Understanding the Rules and Regulations
10:00 am – 10:15 am	15 min	Break
11:30 am – 12:00 pm	30 min	Chapter 3: The Fundamentals
12:00 pm - 1:00 pm	60 min	Lunch
1:00 pm – 2:30 pm	90 min	Chapter 3: The Fundamentals (cont.)
2:30 pm- 4:00 pm	90 min	Chapter 4: The Value of Water
4:00 pm – 4:20 pm	20 min	Break
4:20 pm – 4:35 pm	15 min	Wrap-up

* Agenda is subject to change