

## CUSTOMER SERVICE I - III

### Agenda

#### Customer Service I – June 27, 2023

Virtual	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
<b>10:00 am – 10:15 am</b>	<b>15 min</b>	<b>Break</b>
11:15 am – 1:30 pm	75 min	Chapter 3: Listening Skills
<b>12 :00pm - 1:00 pm</b>	<b>60 min</b>	<b>Lunch</b>
1:30 pm- 2:00 pm	90 min	Chapter 4: Customer Service in Action
<b>2:00 pm – 2:20 pm</b>	<b>20 min</b>	<b>Break</b>
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 – July 24, 2023

Virtual	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
<b>10:00 am – 10:15 am</b>	<b>15 min</b>	<b>Break</b>
<b>11:45 am - 12:45 pm</b>	<b>60 min</b>	<b>Lunch</b>
12:45 pm – 1:45 pm	60 min	Chapter 2: People, Processes, and Technology (cont.)
<b>1:45 pm – 2:05 pm</b>	<b>20 min</b>	<b>Break</b>
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 – August 21, 2023

Virtual	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
<b>10:00 am – 10:15 am</b>	<b>15 min</b>	<b>Break</b>
11:30 am – 12:00 pm	30 min	Chapter 3: The Fundamentals
<b>12:00 pm - 1:00 pm</b>	<b>60 min</b>	<b>Lunch</b>
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
<b>4:00 pm – 4:20 pm</b>	<b>20 min</b>	<b>Break</b>
4:20 pm – 4:35 pm	15 min	Wrap-up