



American Water Works Association Michigan Section

Customer Service I : Know Before You Go

Thank you for registering for Customer Service I. Here's what you need to know for attendance

Date & Time:

Tuesday, June 27, 2023
8:00 am - 4:45 pm

Location:

Zoom
[Join the class](#)

**Online:**

This class will be conducted via Zoom and will be recorded.

Opening remarks begin promptly at 8:00 AM. Please login at least five minutes prior.

We recommend that if you have never participated in an online session before, take some time to test your system per the instructions in the confirmation email. You must have visual and audio capabilities. Video must be on during class times unless instructed.

If you have trouble connecting please contact info@mi-water.org.

Continuing Education Credits

Course #2635: CECs: 06. in the Other category available

Attendees are expected to participate and to be engaged throughout the duration of the session to receive CECs. Attendance and participation will be determined by log in/out times and engagement during the class. CECs are based upon contact time.

Text Books

Books were mailed USPS priority mail earlier this week. As of this email (06/22/23) all books were delivered or to arrive today. If you do not receive your book(s) please contact info@mi-water.org.

Agenda

| Virtual | Duration | Lesson |
|----------------------------|-------------------|---|
| 8:00 am - 8:30 am | 30 minutes | Introduction |
| 8:30 am - 9:45 am | 75 minutes | Chapter1:Communication Skills |
| 9:45 am - 11:15 am | 75 minutes | Chapter 2:Diversity and Inclusion |
| 10:00 am - 10:15 am | 15 minutes | Break |
| 11:15 am - 1:30 pm | 75 minutes | Chapter 3: Listening Skills |
| 12:00 pm - 1:00 pm | 60 minutes | Lunch |
| 1:30 pm - 2:00 pm | 90 minutes | Chapter 4:Customer Service in Action |
| 2:00 pm - 2:20 pm | 20 minutes | Break |
| 3:20 pm - 4:35 pm | 75 minutes | Chapter 5: Working with Challenging Customers |
| 4:35pm - 4:45 pm | 10 minutes | Wrap-up |

[Download the Agenda](#)

[CONTACT STAFF](#)

[ABOUT MI-AWWA](#)

[BECOME A MEMBER](#)

[View as Webpage](#)



MI-AWWA | 2935 Buchanan Ave SE, Suite 1C, Grand Rapids, MI 49548 5172922912

[Unsubscribe stacey@mi-water.org](#)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by info@mi-water.org in collaboration with



Try email marketing for free today!