



## American Water Works Association Michigan Section

### Customer Service II : Know Before You Go

Thank you for registering for Customer Service II - The Business of Customer Service. Here's what you need to know for attendance

**Date & Time:**

Monday, July 24, 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](mailto: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 (07/20/23) all books were delivered or to arrive today. If you do not receive your book(s) please contact [info@mi-water.org](mailto:info@mi-water.org).

## Agenda

Virtual	Duration	Lesson
8:00 am - 8:30 am	30 minutes	Introduction
8:30 am - 9:30 am	60 minutes	Chapter 1:Teamwork
9:30 am - 11:45 am	75 minutes	Chapter 2:People, Processes and Technology
<b>10:00 am - 10:15 am</b>	<b>15 minutes</b>	<b>Break</b>
<b>11:45 am - 12:45 pm</b>	<b>60 minutes</b>	<b>Lunch</b>
12:45 pm - 1:45 pm	60 minutes	Chapter 2:People, Processes and Technology cont.
<b>1:45 pm - 2:05 pm</b>	<b>20 minutes</b>	<b>Break</b>
2:05 pm - 3:35 pm	90 minutes	Chapter 3:A Professional Attitude
3:35 pm - 4:35 pm	60 minutes	Chapter 4: Personalitiy Types
4:35pm - 4:45 pm	10 minutes	Wrap-up

Download the Agenda

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