



New 9-1-1 Training Opportunity

9-1-1 Customer Service: Takes Seconds, Saves Minutes

In the world of emergency services, the term customer service takes on a completely new meaning. This course will begin by identifying the customer base for a 9-1-1 center. This is a broad spectrum that includes those calling 9-1-1 to report an emergency, those that we send out in response to a request for help, and everyone in between. Once our customers have been identified, we will examine the interaction that takes place on each level and the positive or negative impact resulting from the quality of customer service provided.

This course stands out from other customer service courses in that it does not teach you merely to be polite and compliant. The course objective is to assist you in learning to provide the appropriate level of customer service in the most professional manner possible.



WHEN October 11, 2020, 8:30 AM – 5:00 PM

WHERE Perdido Beach Resort
27200 Perdido Beach Blvd., Orange Beach, AL 36561

COST Tuition covered by the Alabama 9-1-1 Board

REGISTRATION [Click Here to Register](#)

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