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Course Certification Info

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Customer Service

Type: IFT (Intensified Format)

Status: Approved

Version: 1.0

Cert. Number: 128-79976

Certification Date: 1/1/1900

Expiration Date: 6/15/2024

Created By:

Created Date: 1/1/1900

Last Modified By:

Last Modified Date: 6/15/2022

Course Information

Est. Class Size: 0

Course Hours: 1

Primary Population:

Agency Specific: No

Delivery Method: ILT – Instructor Lead Training

Course Summary:

Successful organizations realize that customer service is at the core of their success and consequently must be at the core of their mission. This course aims to reinforce the significance of customer service as a precondition to the success of any organization. Special emphasis is placed on understanding customers, creating a work culture that is customer service-oriented, and reviewing intuitive and not-so-intuitive customer service skills.

Contact: Phone: 5302651291

Provider Information

Provider Name: Nevada County Sheriff's Office

Contact:

Phone: 5302651291

Fax: (530) 470-8538

950 Maidu Ave

Nevada City, CA 95959

Course will exceed the STC maximum tuition per hour? No

Performance Objectives

1) Identify the importance of customer service 2) Discuss how to understand customers 3) Create a service-oriented culture 4) Identify principles of customer service 5) Identify ways to

retain customers 6) Apply active listening skills 7) Apply appropriate speaking skills 8) Apply appropriate telephone etiquette 9) Apply conflict resolution techniques 10) Document customer service activities

Testing Procedures (if applicable)

Assurance Statement

By submitting this course you are assuring that you are following **the STC Policies and Procedures Manual for Training Providers**, including the requirement to have a lesson plan on file for this course. I further certify that the information included in this request is accurate to the best of my knowledge.

Assured by Provider: Yes

Versions

<i>Previous versions of this certification</i>				
Cert #	Course Title	Expires	Last Changed ▲	Status

Change History

<i>Changes made to this certification</i>	View All

Attachments

<i>Attachments for this certification</i>	Edit

Instructors

<i>Course instructors</i>	Edit	Delete
I Instructor, IFT		

Course Outline

<i>Course Outline</i>							Edit
Day	Begin	End	Subject Matter	Instructional Methodology	Instructor	Agency Notes	
1	0800	0900	Understanding customers, creating a	"Audio/Video Clip"	"Instructor, IFT"		

work culture that is customer service-oriented, and reviewing intuitive and not-so-intuitive customer service skills.

1 event(s) total

Schedule

Course dates and locations

Edit

Event ID	Start Date ▼	End Date	Location	Registration Count
	4/25/2018	4/25/2019	Nevada County	

1 date(s) total