

Delivering Quality Service to the Client and Employer

Fills in the gaps of knowledge and experience for your new employee

Delivering Quality Service \$265

Are you confident your rookies know:

- Quality customer service?
- Impeccable work habits?
- Errors & omissions prevention procedures?

This course fills in gaps of knowledge & experience for your new employee!

How It Works

In our “virtual classroom,” your employees log on to the course via the computer each week to get the training they need. There’s no travel, no interruption to daily agency activity and, most importantly, no time out of the office. Your new hire can connect with other rookies, bounce questions off the facilitator, and learn about critical service and communication skills in manageable pieces in the comfort of their home or office!

Students will learn how to...

- develop relationships through active listening
- take ownership of the customer’s problem,
- speak positively in negative situations,
- help confused or irate customers,
- clarify expectations and confirm work plans,
- minimize E&O risk through proper documentation and consistently following standard procedures in the agency
- explore the workflows within the agency’s system to create a “big picture” understanding of the tasks assigned.

2017 Course Schedule *(offered 3x annually)*

Orientation Week	Course Dates
February 13, 2017	2/20-3/31
June 12, 2017	6/19-7/28
October 9, 2017	10/16-11/24

NOTE: Course does not offer c.e. credits.

Registration

Name _____

Firm _____

Street Address _____

Mailing Address _____

City/State/Zip _____

FAX _____ Phone _____

E-Mail _____

Session Start Date: _____

My check is enclosed. \$265 per course.

Please charge the course to credit card:

MC VISA Exp date: _____ Security Code _____

Name on Card: _____

Card # _____

Signature _____

Billing Address on card _____

City _____ Zip Code _____

Mail, fax or email your completed registration form with payment to:

Independent Insurance Agents & Brokers of Washington
11911 NE 1st Street, Suite B103, Bellevue, WA 98005
Phone: (425)649-0102 ext 224 Fax: (425)649-8573
Email: sarnett@wainsurance.org

“...I wish I had taken this when I started at our agency instead of one year later, maybe I would have handled some problems differently.”

“I liked the fact that I was made aware of customer service issues that may come up that I was not aware of before. The course made me more understanding about the insured’s feelings.”

When you want your clients to have the very best...Train your front line employees to deliver quality service. Register your rookies today!

Brought to you by the Managing Education Resource Group (MERG) in conjunction with IIABW.

For more information about curriculum, call Sue Radwan at (517)256-4786. For general questions, call Suzanne Arnett at (425)649-0102 ext 224.