

# Delivering Quality Service to the Client and Employer

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

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.

“...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.”

**Course Fee: \$275**

Name \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

FAX \_\_\_\_\_ Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

Session Start Date: \_\_\_\_\_

My check is enclosed.

Please charge the course to my credit card:

MC  VISA Exp date: \_\_\_\_\_

Security Code \_\_\_\_\_

Name on Card: \_\_\_\_\_

Card # \_\_\_\_\_

Signature \_\_\_\_\_

Mail or email your completed registration form with payment info to:

## Course Schedule (offered 3x annually)

Orientation Week	Course Dates
February 10, 2020	2/17-3/27
May 11, 2020	4/18-6/26
August 10, 2020	8/17-9/25

“...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!**