



# MIIA Professional Development Training

## Customer Service Excellence

### Date & Time of session:

December 18, 2019  
10:30am - 12:00pm

December 19, 2019  
2:00pm - 3:30pm

### Presenter:

Allan Marsh, MBA

### Location:

10 Mudge Way, Reed Room  
Bedford, MA 01730

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### Register:

Go to [www.emiia.org](http://www.emiia.org) and click on "Training Calendar"

Everyone knows and appreciates excellent customer service when they receive it, and most of us want to provide excellent service ourselves. Knowing how to provide such service in today's fast paced, highly stressed world can be difficult - today's customers don't always make it easy. While getting the job done efficiently and safely, the public service employee is expected to retain a positive public image for their department and municipality. When confronted with a resident's disappointment, anger or entitlement, what one wants to say and what one should say are often two very different things. Participants will learn skills for providing 5-star service in person and on the telephone, strategies for dealing with difficult customers, and tips for providing excellent service even when we don't feel like it.

Presented by your Employee Assistance Program, offered through AllOne Health

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