

Customer Service in Today's Public Safety Communications, Angleton, TX, #74496

COURSE DESCRIPTION

Providing satisfactory customer service in the high energy, often high stress field of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent. This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in excellence to every situation.

Topics include

- Defining customer service
- Customer attitudes and expectations
- Customer service in public safety
- Impact of customer service on public safety
- Communications center customer service in action
- Customer service and quality control
- Investigating complaints

Perfect for a one-day pre-conference or post-conference course.

CLASS INFORMATION

Date(s): August 21, 2025

Time: 11:00 a.m. - 8:00 p.m.
All times are in Central Time.

Location: Brazoria County Sheriff's Office
3602 C.R. 45
Angleton, TX, 77515

REGISTRATION

Tuition: Full, Associate, & Commercial member:
\$230.00
Non-member:
\$280.00

REGISTER at: www.apcointl.org/schedule.

Please read our Registration & Cancellation Policy at www.apcointl.org/registration-policy.

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