

LEARNING FROM LEADERS

Presents: **Customer Service**

With: Al Brunacini (Phoenix, AZ)

SOCAL: 03/15/16

10601 Church Street #107, Rancho Cucamonga (CA)

Register: redhelmettraining.com

NORCAL: 03/18/16

Chevron Research Auditorium
Gate 14, 100 Chevron Way, Richmond (CA)

Register: firenuggets.com



[>> instructor bio <<](#)

This session will cover the actual steps that are involved in developing, maintaining and refining a program that creates positive, effective and progressive fire department customer centered service.

A major focus will be directed to the practical opportunities and details connected to actually serving a community on an on-going basis. We will discuss the dynamic of how Mrs. Smith and Firefighter Smith come together when she calls us for assistance - and how critical the functional/dysfunctional boss behaviors of Chief Smith influence how Firefighter Smith will consistently deliver both core service and added value.

The class is structured around eight basic service delivery areas that create a very inclusive overall program description and a related discussion including a full range of practical examples of actual service delivery. The material presented will center on what is required for us to always deliver the behaviors of: respect + consideration + kindness + patience = NICE, which Mrs. Smith notices and remembers.

The class is very informal and interactive with a maximum opportunity for student involvement. This program is not a smiley-face pep rally - we will discuss the actual problems and challenges of delivering positive service in the real world.

Customer care is important enough that it must be packaged and managed like any other standard service delivery program . . . in fact, how we treat the inside and outside customer is the critical beginning point of virtually every other fire department operational area.

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