



GAWP CUSTOMER SERVICE WORKSHOP

March 13, 2019 - GAWP HQ

WOWING YOUR INTERNAL
& EXTERNAL CUSTOMERS



A workshop designed for employees at all levels of water and sewer utilities Managers and supervisors, customer service, call center and field staff personnel will benefit from these topics

Program Schedule

(4 Recertification Points available for attendance)

8:00 – 8:30 am	Workshop Registration & Breakfast
8:30 – 9:00 am	Welcome
9:00 – 10:00 am	How to Deal with Difficult and Irate Customers
10:00 – 10:15 am	Break
10:15 – 11:30 am	The Importance of Internal Customer Service in Order to Deliver Great External Customer Service
11:30 – 12:00 pm	Door Prizes
12:00 – 1:00 pm	Lunch & Networking
1:00 – 2:30 pm	Breakout Sessions -Communications Between Managers and Staff -Building Team Morale -Education Opportunities for Customer Service Personnel
2:30 – 2:45 pm	Break
2:45 – 3:30 pm	Breakout Sessions -How to Progress in the Water Profession -What is the Perspective of Our Customers and How They Perceive us in the Industry -How to Deal with Delinquent Accounts
3:30 – 4:00 pm	Q&A and Closing Remarks
4:00 pm	Adjourn

To register please visit our website at www.gawp.org