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Course Certification Info

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Customer Service

Type: IFT (Intensified Format)

Status: Approved

Cert. Number: 128-79976

Version: 1.0

Certification Date: 1/1/1900

Expiration Date: 5/7/2022

Created By:

Created Date: 1/1/1900

Last Modified By:

Last Modified Date: 5/7/2020

Course Information

Est. Class Size: 0

Course Hours: 1

Primary Population:

Agency Specific: No

Delivery Method: ILT – Instructor Lead Training

Course Summary:

Successful organizations realize that customer service is at the core of their success and consequently must be at the core of their mission. This course aims to reinforce the significance of customer service as a precondition to the success of any organization. Special emphasis is placed on understanding customers, creating a work culture that is customer service-oriented, and reviewing intuitive and not-so-intuitive customer service skills.

Contact: Training Mgr

Phone: 530-265-1291

Provider Information

Provider Name: Nevada County Sheriff's Office

Contact: Training Manager

Phone: 530-265-1598

Fax: (530) 470-8538

950 Maidu Avenue

Nevada City, CA 95959

Course will exceed the STC maximum tuition of \$12.50 an hour? No

Performance Objectives

1) Identify the importance of customer service 2) Discuss how to understand customers 3) Create a service-oriented culture 4) Identify principles of customer service 5) Identify ways to retain customers 6) Apply active listening skills 7) Apply appropriate speaking skills 8) Apply appropriate telephone etiquette 9) Apply conflict resolution techniques 10) Document customer service activities

Testing Procedures (if applicable)

Assurance Statement

By submitting this course you are assuring that you are following the STC Policies and Procedures Manual for Training Providers, including the requirement to have a lesson plan on file for this course. I further certify that the information included in this request is accurate to the best of my knowledge.

Assured by Provider: Yes

Versions

Previous versions of this certification

Cert #	Course Title	Expires	Last Changed ▲	Status
128-79976	Customer Service	1/1/1900	4/23/2018	Archived
128-79976	Customer Service	1/1/1900	5/7/2020	Archived

Change History

Changes made to this certification

[View All](#)

Attachments

Attachments for this certification [Edit](#)

Instructors

Course instructors [Edit](#) [Delete](#)

[I](#) Instructor, IFT

Course Outline [Edit](#)

Day	Begin	End	Subject Matter	Instructional Methodology	Instructor	Agency Notes
1	0800	0900	Understanding customers, creating a work culture that is customer service-oriented, and reviewing intuitive and not-so-intuitive customer service skills.	"Audio/Video Clip"	"Instructor, IFT"	
1 event(s) total						

Schedule [Edit](#)

Course dates and locations

Event ID	Start Date ▼	End Date	Location	Registration Count
	4/25/2018	4/25/2019	Nevada County	
1 date(s) total				

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