TEMPE LEARNING CENTER

LDP I: CUSTOMER SERVICE IN THE PUBLIC SECTOR

Do you pretend to pay attention when your mind is actually drifting away? When a person speaks too fast or uses words you don't understand, do you let it go and listen only to what you understand?

This class is designed for those who are looking to increase their knowledge of what good customer service means. More than just a powerful buzzword, customer service is essential to the business at the City of Tempe.

This class will give you the tools to provide great customer service: all the time, every time.

DATES:
THURSDAY
SEPTEMBER 19, 2013
THURSDAY
DECEMBER 5, 2013

TIME:
8 AM TO NOON

LOCATION:
TLC CLASSROOM
3500 S. RURAL RD
(LOWER LEVEL OF THE TEMPE PUBLIC LIBRARY)

SESSION OVERVIEW:

- Identifying who the customers are in the work place.
- Describe what customer service means to you.
- Identify qualities of great customer service.
- Recognize what poor listening habits can do when trying to provide great customer service.
- Learn tips that will improve listening skills.

SELF-REGISTER via PeopleSoft ELM

1. Login to PeopleSoft **ELM** on the desktop, or in the **Tempe** folder in **Favorites** of Internet Explorer.
2. Click on the **Self Service** hyperlink in the menu screen.
3. Click on the **Learning** hyperlink.
4. Click on the **Search Catalog h**yperlink.
5. Stay on the Activities tab. Type in "**LDP**".
6. Click on the **Search Activities** button.
7. Review search results and click on the desired **Activity** to enroll and view additional information. Review class details and ensure correct class.
8. Click on the **Enroll** button. Review the information and note the **Location.**
9. Click on the **Submit Enrollment** button to complete.
10. Supervisor approves class.

QUESTIONS? CONTACT:

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