

CUSTOMER SERVICE 102: PREPARING FOR SUCCESS

This course will provide customer service representatives (CSRs) with best practices focus on...

- Presenting human and technical skills needed to manage customer interactions.
- Engaging in a collaborative customer interaction using the CARP (Control, Acknowledge, Refocus, and Problem Solve) method (includes a role play).
- Exploring technical aspects of the utility business to help CSRs explain them to customers.

COURSE OUTLINE

The Technical Side of Customer Service

- Understanding the Utility Business
 - Generation, Transmission, and Distribution
 - The Electric Bill:
 - Seven Components
 - Calculate Residential and Commercial Bill
 - Meter Multipliers
- Electric Rate Classes, Load Factor and Meter Multipliers
- Outage Management Systems: Role of Customer Service
- Solar Energy: The Basics

The Human Side of Customer Service

- Diffusing Angry Customers: **The CARP System**
- Social Media: Respecting Your Job and Employer
- Be a City Ambassador

RECOMMENDED CREDITS

CPE: 3 PDU: 3 PDH: 3 CEU: .5

CEUs Continuing Education Units may be recognized by your professional board. Contact your professional board to find out what is required. Call our office for required documentation.

PREREQUISITES

None

CANCELLATION POLICY

If a course is cancelled by Electricities, all registrants will be notified with a full registration fee refund.

Participant Cancellation and No Shows: A non-refundable registration fee will be charged for cancellations after the **registration deadline of August 26, 2021.**

COURSE DATES

September 9, 2021

Registration deadline **August 26, 2021.**

PRICE

Members: \$159

Associate Members: \$189

Non-Members: \$229

Price includes Participant Guide.

Technology Requirement: All participants must login via RingCentral Platform using microphone and video camera.

Class size is limited to 18.

TIMES

Sign in: 8:15 a.m.– 8:30 a.m.

Class: 8:30 a.m.– 12:00 p.m.

VIRTUAL ENVIRONMENT

This course will be delivered virtually using Electricities' RingCentral platform. Customer Service training requires active participation from students. **In order to receive credit for the course, each student must be able to attend utilizing audio AND video camera on their own device.** After registering, students will be invited to take part in a technology test session the first week of May. A link to attend the class will be distributed in the week prior to the class. If you have any questions prior to enrolling, please contact Jill LaBorde at jlaborde@electricities.org.