

Course ID	P45225	Customer Service		
Program	Police		Status	Active
Subject	Inservice		Credit Hours	6.00
Instructor			Pass Score	0.00
Provider	MD Police & Corr. Training Commissions		Approved	8-03-2021
Location			Period From	6-21-2022
Course Type			Period To	6-21-2025
Training Type			File Number	
Attribute				
Attribute				
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Persons who complete this course will be awarded the following certification.

**Certificate
Status
For Period**

Course Description

This course is designed to enable public safety practitioners to learn to deal directly with customers. The course will examine methodology for handling customer objections and the skills required to provide solutions to service issues and problems with upset individuals. Topics to be covered include types of difficult customers, assessing customer discontent, strategies for dealing with upset customers, and balancing organization and customer interests.

Class Sessions

Course ID	C17843	Customer Service		
Program	Corrections		Status	Active
Subject	Inservice		Credit Hours	6.00
Instructor			Pass Score	0.00
Provider	MD Police & Corr. Training Commissions		Approved	8-03-2021
Location			Period From	6-21-2022
Course Type			Period To	6-21-2025
Training Type			File Number	
Attribute			Persons who complete this course will be awarded the following certification. Certificate Status For Period	
Attribute				
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Attribute				
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