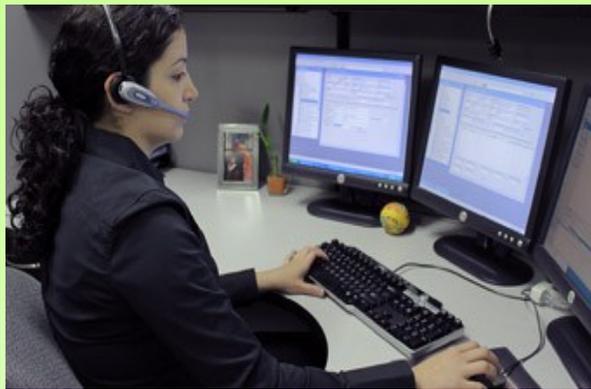




Customer Service

FALL 2012

One Call Resolution



One Call Resolution offers skill-building instruction to ensure that customers receive one call resolution. It is designed to equip both new hires and front line veterans to deliver outstanding service, and strengthen techniques for handling all types of calls with confidence and enthusiasm. The course includes practice opportunities so that participants can put the skills they learn to immediate use.

Upon completion of the course, participants will have a clear understanding of how to shorten calls and get to the “root of the issue” so that customers do not need to call back.

This is a **8-hour course**, delivered in **TWO half-day sessions**. Please use PeopleSoft self-service to enroll. You MUST enroll in both sessions when you register.

September 27, 2012

Part 1: SD3403-0002

1:00 P.M.— 4:30 P.M.

September 28, 2012

Part 2: SD3404-0002

8:30 A.M.— Noon

(Both classes will be held at the Plano Municipal Center, Training Room A)

Enroll Now!

Please print and post for those without email

Human Resources Department, City of Plano, (972) 941-7217



Human Resources
TRAINING SECTION