

AN MPUA UTILITY STAFF WORKSHOP

Working With Difficult Customers

IMPROVED CUSTOMER SERVICES CAN MAKE ALL THE DIFFERENCE

- Understand the basis for complaints and how effective communication is the key
- Learn skills for effectively managing bill complaints/concerns
- Discover strategies to ease customer concerns

WHO SHOULD ATTEND:

Utility directors and managers, utility office staff, and utility service call staff.

March 25, 2010

9:30 am - 3:30 pm

**MPUA Training Center
1808 I-70 Dr SW, Columbia**

Registration

Deadline:

March 18, 2010

Space Limited to 28 Attendees

- \$68 per person (MPUA Member)
- \$98 per person (Non-Member)
- Lunch included



Difficult customers are a frequent phenomenon for any entity that sends out bills. For a utility, a customer may have just gotten their bill and perceived an error. This could be something as simple as an incorrect meter reading or questionable charge.

This one-day course is designed to maintain a good public image for your municipal utility by utilizing your most important resource – staff who come in contact with the public. The workshop will look into the trends of utility bill complaints and the reasons behind them. Participants will learn communication strategies that are most effective in resolving complaints about their costs of a utility bill.

Name _____

Municipal _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____

please print (required to send confirmation of registration)

**FAX registration
to Brittany at
573-445-0680**

**Invoice will be sent upon
confirmation of
registration.**

NOTE: Cancellations received after March 23rd and no shows will still be responsible for the registration fee.