



## Customer Driven Service

Friday, March 22, 2019 – 8:30 AM to 2:30 PM  
rabbittransit, 415 North Zarfoss Drive, York, PA 17404

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This transit-specific training workshop walks the participants through a comprehensive training of why customer service is important, how customer service is a reflection of the organization's culture, the vital role of the dispatcher in customer service, what transit customers want, need, and expect from the service provider, as well as how morale and stress affect customer service. While much attention is given to the role of the transit operator, every employee in the organization will benefit from the materials presented.

All participants will receive a copy of the Participant's Guide, along with an electronic version that includes all videos, power points, exercises and an E-learner's Guide that they can then use when back at their agency to review Customer Driven Service.

**Presented by:** Michael Noel, Noel Training & Consulting LLC

**Cost:** \$99. PPTA [cancellation policy](#) applies.

**Meals:** Lunch and breaks will be provided. Please inform Sara Bowden at [sara@ppta.net](mailto:sara@ppta.net) of any dietary restrictions at least one week in advance.

**Lodging:** [Best Western Westgate Inn](#) (1415 Kenneth Road, York, PA 17408)  
Room block is available for the night of March 21 at the government rate of \$79/night plus taxes. Call 717-767-6931 and ask for PennTRAIN block to book over the phone. Rooms will be released on March 4 (or when sold out).

**Parking:** Free and ample parking is available at both the Best Western Westgate Inn and rabbittransit.

**Attire:** Casual. Because it can be a challenge to keep the meeting room at a temperature that accommodates everyone, we recommend bringing a sweater or jacket to stay comfortable.

**Maximum Class Size:** 30

**Registration form on page 2 →**



# PennTRAIN

Pennsylvania Training, Resource, and Information Network

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### Attendee Registration:

Submit to Sara Bowden, PennTRAIN Program Coordinator  
Email: [sara@ppta.net](mailto:sara@ppta.net) Fax: 717-234-7176 Mail: 115 Pine Street, Harrisburg, PA 17101

Organization Name: \_\_\_\_\_

Attendee Name: \_\_\_\_\_

Attendee Title: \_\_\_\_\_

Attendee Email Address: \_\_\_\_\_

Attendee Phone Number: \_\_\_\_\_

Organization Contact Name: \_\_\_\_\_

Organization Contact Email Address: \_\_\_\_\_

**Method of Payment:**      Please invoice me      OR      Check enclosed # \_\_\_\_\_