



REGISTRATION FORM

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| EVENT: | Customer Driven Service Training |
| DATE: | March 21, 2018 |
| LOCATION: | Hyatt State College |
| FEE: | \$100.00 per person |

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 moral 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.

Lodging:

\$99/night plus taxes

March 20, 2018 (Group Code: G-PPT4); March 21, 2018 (Group Code: G-PPT3)

[Book online](#) or call (800) 233-1234. Room blocks released: March 9, 2018

For those staying both nights: due to restrictions within the hotel reservation system, separate reservations must be made for each night. When checking in, please ask to be placed in the same room for both nights.

Parking: \$10.00 per vehicle per day

Meals:

AM/PM Breaks and Lunch will be provided

NOTE: One registrant per form (please use additional forms for additional registrants)

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|--------------------------|------------------|
| Business/Organization | |
| Registrant Name | Registrant Title |
| Address, City, State Zip | |
| Phone | Email |

TOTAL AMOUNT DUE:

Method of Payment:

Check or Money Order (payable to PPTA)

CHECK NUMBER:

Please invoice me

Return completed registration via fax to (717) 234-7176 or by email to info@ppta.net

PA Public Transportation Association
600 North Third Street, 4th Floor
Harrisburg, PA 17101