



## Customer Driven Service Training

March 21, 2018

8:00 am – 4:00 pm

Hyatt Place State College

219 West Beaver Avenue | State College, PA 16801

Led By: Noel Training Consulting LLC

### Workshop Description

Customer Driven Service. 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: Hyatt Place State College \$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  
For any dietary restrictions email Sara Bowden by March 9, 2018
- Fee: \$100

Please make note of the new [Cancellation Policy](#) for all PennTRAIN events.

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