



**Human Resources Service Center Southeast  
Training Center, Code 30  
1800 Dong Xoai, Moreell BLDG 60  
Gulfport, MS 39501  
COURSE ANNOUNCEMENT #G13-08**

**COURSE TITLE:** Customer Service

**VENDOR:** Florida Center for Training 2248 Cheryl Dr., Jacksonville FL 32217

**DATE(S):** 27 March 2013

**TIME:** 8:00-4:00

**LOCATION:** HRSC SE, Training Center, 1800 Dong Xoai Ave, Moreell Building 60, Rm 118 CBC  
Gulfport, MS

**COST PER PERSON:** \$129.00

**DEADLINE FOR REGISTRATION:** . Submit a SF 182 NLT 5 March 13 to the POC stated below

**COURSE DESCRIPTION:** Learn new and specific tips and ideas to make you a “Service Professional.” Develop a customer profile for internal and external customers and respond to their needs in a timely and dependable fashion. Communicate effectively, maximizing your listening skills and develop power phrases to increase your productivity. Provide accurate and timely resolution of customers’ issues and inquiries. Handle different personalities in person and on the phone. Participants will learn to:

- Understand what customers want
- Learn what customer service means
- Master the barriers to effective listening
- Achieve client centered customer service
- Adapt to customer needs and requirements
- Use the 3 C’s courtesy, care and conscientiousness for great service
- Build rapport with customers for positive interaction and attitude
- Handle the telephone like a professional
- Develop power phrases for better communications
- Deal effectively with problem calls and visitors

**ELIGIBILITY:** All civilian and, military employees.

**ENROLLMENT POINT OF CONTACT:** Lucy Galster at DSN: 868-2641 or  
Comm (228) 871-2641 or email: [lucy.galster@navy.mil](mailto:lucy.galster@navy.mil)

**REGISTRATION INFORMATION:** Fax your SF 182 to HRSC SE, Attention: Lucy Galster, Fax DSN: 868-2400 or Commercial (228) 871-2400 or scan and email. Class size is limited and enrollment will be on a first come first serve basis. This course can only be attended by those activities that have the ability to pay using the government purchase card. **The cardholder’s name, mailing address and commercial telephone number must be in block 6. In addition, please provide your email address on the SF 182. The course coordinator should be notified immediately of any need for special accommodations, i.e., wheelchair access, sign language interpreter, reader, etc.**

**CANCELLATION:** To cancel an employee from training after submission of a SF 182, written notification must be received prior to the registration deadline. Substitutions after the registration deadline are authorized provided the POC is notified prior to class date. Failure to do so will result in the activity paying the tuition fee.