

Save the Date!

Wednesday, April 21, 2010

MEUW Management Certification Program

Session F:

Customer Service & Public Relations

Topics to Include:

- Customer service is every employee's job
- Knowing your customer (internal and external)
- Customer service is more than providing a service - it's providing a quality of life
- Value added services for your customers
- Dealing with difficult customers and difficult situations
- How to deal with a customer when it really is your fault
- How to deal with a customer when it really is their fault
- Inspiring a customer-oriented attitude in all your employees
- Developing community partnerships
- Public relations - dealing with the media and other interests
- Improving and maintaining utility relations with the City or Village leadership
- Political involvement - local, state and national

Location:

Marshfield Holiday Inn



MEUW Municipal
Electric
Utilities of
Wisconsin

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Watch for more information and registration materials in early March!