

Delivering Quality Service to the Customer and Employer

Are you confident your rookies know:
Quality customer service?
Impeccable work habits?
Errors & omissions prevention procedures?

This course fills in the gaps of knowledge & experience
for your new employee!

Students will learn how to:

- develop relationships through active listening
- take ownership of the customer's problem,
- speak positively in negative situations,
- help confused or irate customers,
- clarify expectations and confirm work plans,
- minimize E&O risk through proper documentation and consistently following standard procedures in the agency
- explore the workflows within the agency's system to create a "big picture" understanding of the tasks assigned.

Course Schedule

Orientation Week	Delivering Quality Service
Feb 14, 2011	Feb 21 - April 1

How it works:

In our "virtual classroom," your employees log on to the course via the computer each week to get the training they need. There's no travel, no interruption to daily agency activity and, most importantly, no time out of the office. Your new hire can connect with other rookies, bounce questions off the facilitator, and learn about critical service and communication skills in manageable pieces in the comfort of their home or office!

What former students have said:

"...I wish I had taken this when I started at our agency instead of one year later, maybe I would have handled some problems differently."

"I liked the fact that I was made aware of customer service issues that may come up that I was not aware of before. The course made me more understanding about the insured's feelings."

When you want your customers to have the very best...Train your front line employees to deliver quality service. Register your rookies today

Course Fee: \$235

TO REGISTER, complete the following form

FAX: (205) 326-3086

MAIL: AIIA, Inc.-141 London Pkwy-Birmingham, AL 35244

ONLINE at www.aiaa.org Click "Education" & follow prompts

My new employee wants to participate!

Name _____

Agency _____

Address _____

City/State/Zip _____

FAX _____ Phone _____

E-Mail _____

Session Start Date: _____

My check is enclosed.

Please charge the course to my credit card:

MC VISA Exp date: _____

Name on Card: _____

Card # _____