

# Delivering Quality Service to the Client and Employer

*Fills in the gaps of knowledge and experience for your new employee*

## Delivering Quality Service \$245 for Members \$295 for Non-Members

Are you confident your rookies know:

- Quality customer service?
- Impeccable work habits?
- Errors & omissions prevention procedures?

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

### 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!

### 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 *(offered 3x annually)*

Orientation Week	Course Dates
June 11, 2012	June 18-July 27
October 8, 2012	October 15-November 23

## Registration

Name \_\_\_\_\_  
Agency \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
FAX \_\_\_\_\_ Phone \_\_\_\_\_  
E-Mail \_\_\_\_\_  
 Personal Lines Cov Basics       Commercial Lines Cov Basics  
Session Start Date: \_\_\_\_\_  
 My check is enclosed.  
 Please charge the course to my credit card:  
 MC    VISA Exp date: \_\_\_\_\_ Security Code \_\_\_\_\_  
Name on Card: \_\_\_\_\_  
Card # \_\_\_\_\_  
Signature \_\_\_\_\_

Mail, email or fax your completed registration form to:

IIA of Oklahoma  
PO Box 13490  
Oklahoma City, OK 73113  
405-840-4426/Fax: 405-840-4450  
Email: [education@iiaok.com](mailto:education@iiaok.com)

“...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 clients to have the very best...Train your front line employees to deliver quality service. Register your rookies today!**