

Customer Service

in Today's Fire & EMS Delivery

Hosted by the
Laramie Fire Department
Laramie, Wyoming

Registrations by 4.1.2016 get a \$10 discount!

Enroll 6 or more students and get \$10 off per student!

Register at: www.taskforce1.net/programenrollment.html

Pre-registration required by 8.3.2016.

August 24-25, 2016

8:30 AM to 4:00 PM

Presented by



Only \$250 per student!

For additional information contact:

Jim Hoflund, Training Chief Laramie Fire Department 307-721-5332



Lead Instructor: Mike Prete

Mike recently retired as the Assistant Fire Chief at Montgomery County (MD) Fire and Rescue Services. With nearly 35 years of experience, he served as the Executive Chief. In addition to his role directly relating to fire and rescue operations, he managed daily operational and administrative issues including budget, daily oversight and scheduling for 1100 full time personnel. With national and state instructor certifications, he served as an adjunct instructor for the Maryland Fire and Rescue Institute, NIMS Instructor for MEMA, Anne Arundel Community College adjunct instructor, Practical Incident Control Training lead instructor and holds various certifications in public safety.

We all know that a first impression is a lasting one. There are people in your community who may have never used the services of your organization. However, when they are faced with that first emergency, without doubt it will be a stressful, maybe threatening event. They will interface with members of your organization. How will your personnel treat them?

Your organization is in the emergency services business. That's what you do. Treating the 911 caller like a customer and not someone who is inconveniencing you is paramount. Some organizations get it and many other don't. Sometimes it's an organizational culture that hardens its members and makes them callous to everyone, even superiors, peers and subordinates.

This program will cover a wide range of topics. Following an interactive classroom discussion, the program will transition to break out session, role play exercise and other highly motivating activities that will provide the participants with the tools needed to improve customer service in their emergency services organization.