

Delivering Quality Service to the Client and Employer

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

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.

"...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."

"...The course made me more understanding about the insured's feelings."

Registration - \$265

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: _____ Security Code _____
Name on Card: _____
Card # _____
Signature _____

Mail or email your completed registration form with payment info to:

MIAA
17 Carriage Lane
Hallowell, ME 04347

Course Schedule (offered 3x annually)

Orientation Week	Course Dates
June 12, 2017	6/19-7/28
October 9, 2017	10/16-11/24

"I liked the fact that I was made aware of customer service issues that may come up that I was

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