This class is being offered to rural transit districts in Connecticut as part of CTRTAP. It is a one-day direct delivery *Customer Driven Service* workshop.

Training to be provided by either Michael R. Noel, Principal, Noel Training & Consulting LLC, or John Hill, Associate, Noel Training & Consulting LLC.

**Customer Driven Service**

All customers want to feel welcomed, valued and appreciated, and this holds true for the people who ride your vehicles, call to schedule rides or simply ask for information. Providing excellent customer service involves both the skills and attitude of the individual providing the service as well as the organizational culture the person works in. Each participant will identify what good customer service is, discuss steps on how to involve all staff, and learn ways to handle difficult customers.

This program uses materials from the National Rural Transit Assistance Program training module, which Noel Training & Consulting was instrumental in developing.

Classroom setting, 8 hour training.

**Materials Needed:**

- Sufficient copies of the National RTAP *Customer Driven Service* Learner’s Guide (no cost)

- AV equipment, screen or large TV with proper connections, flip chart, extension cord, power strip for PowerPoint, comfortable training room with tables, u-shape or classroom style

- A projector for Mr. Hill; Mr. Noel will have his own projector and computer

- Costs for one on-site training session at each rural transit district will be covered by CTRTAP.