

# CUSTOMER SERVICE ACADEMY AGENDA

Department of Administration  
Conference Room B  
One Capitol Hill  
Providence, RI

## AGENDA ITEMS

Topic		Date	Time	Hours
Managing Customer Expectations	Day 1	5/3/2018	8:30-11:00	2.5
Meeting the Challenge of a Difficult Customer		5/3/2018	11:00-12:00	1
Amica Customer Service Model	Day 2	5/10/2018	8:30-11:00	2.5
Building Customer Satisfaction		5/10/2018	11:00-12:00	1
Valuing Differences	Day 3	5/17/2018	8:30-12:30	4
Collaborative Customer Service	Day 4	5/24/2018	8:30-9:30	1
Amica Customer Service		5/24/2018	9:30-12:00	2
Review/Test		5/24/2018	12:00-12:30	1
TOTAL HOURS				15