

Customer Service for the Assessor's Office (or anywhere)

This interactive workshop provides students with the opportunity to widen their perspectives about customer service issues that commonly arise within the assessor's office. The topics for this workshop are also applicable to anyone with customer service responsibilities. Bring your customer service challenges and solutions to share with the rest of the class. The topics include:

- listening to the public
- telephone style
- use of FAQs
- opinion of people
- attitude
- problem-solving
- follow-up techniques and more...

Instructor:	Rick Stuart, CAE
Date:	Tuesday, July 27
Location:	Cinnabar Conference Room (The Riverside Hotel)
Hours:	8

Note: **This workshop will require a minimum of 10 students.**

Instructor biography: Rick is a partner with Team Consulting, LLC, which provides consulting and educational opportunities to assessment jurisdictions. Rick began his career as an elected assessor in Missouri and an appointed appraiser in Kansas. Rick's workshops include topics on appraisal, modeling and market valuations, public relations, and management. Rick has been a Senior National Instructor for IAAO for nearly 30 years.