



In cooperation with the Florida Department of Transportation

## HANDLING TRANSIT CUSTOMER COMPLAINTS EFFECTIVELY

ONLINE TRAINING COURSE

MAY 10, 2010

The Florida Rural Transit Assistance Program (RTAP), at the USF Center for Urban Transportation Research is pleased to present a FREE brown-bag, online training course entitled “**Handling Transit Customer Complaints Effectively**” on May 10, 2010 from 12:00-1:15 pm.

Customer service is key to the success of any transit system. Handling customer complaints is an important skill of any transit system employee. Effectively handling customer complaints requires patience, strong listening skills and the ability to distinguish complaints that require follow-up. These skills can be a challenge, even to those systems that receive few complaints.

This facilitated online training course will focus on methods of documenting complaints, effective analysis of incidents, customer appeasement, employee accountability, and systematic disposition of complaint reports.

To participate in this FREE, one-hour online training, complete the registration form below and return by April 30, 2010 to Yolanda Moore at [moorey@cutr.usf.edu](mailto:moorey@cutr.usf.edu) or fax to (813.974.5168). **There are no fees to participate in this online training webinar.**

An instructional email will be forwarded to you to confirm your participation in the online training and will also provide a link and directions on how to “join” the online training course.

REGISTRANT’S NAME: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_

MAJOR RESPONSIBILITIES: \_\_\_\_\_

SUPERVISOR’S NAME: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE: (\_\_\_\_) \_\_\_\_\_ FAX: (\_\_\_\_) \_\_\_\_\_

EMAIL: \_\_\_\_\_