



**Oklahoma Chapter
of the Association of
Public Safety Communications Officials International**

FREE !!!!!

Dispatch Training Class
for Communications Officers



**2011 Oklahoma Public Safety Conference
Tulsa Southern Hills Marriott
Monday, October 24th, 1-5 pm**

Register by sending an downloading and faxing the registration form at www.okpsc.org

Customer Service

- Identify Key Customer Service Skills
- Understand How To Effectively Deal With The Irate Caller
- Understand Both Internal And External Customer Service

**Instructor: Sgt. Lisa Poarch, Communications
Oklahoma Highway Patrol Troop A**