

## **AWWA offers 'train-the-trainer' in customer service**

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DENVER — The American Water Works Association (AWWA) June 29 announced that it has developed a three-part series designed for water industry professionals to become approved trainers of its new Customer Service Certificate Program.

According to AWWA, the Customer Service Certificate Program is designed to offer standardized training to customer service representatives and other staff of water and wastewater utilities that currently do not have an in-house customer service training curriculum. To receive a certificate for the AWWA Customer Service Certificate Program, a student must complete 27 hours of training within a three-year timeframe. The curriculum is delivered in three courses:

- 1) Customer Relationship Building (9 hours)
- 2) The Business of Customer Service (9 hours)
- 3) Water Industry Operations (9 hours).

Each course is taught over one and a half days, so the training totals 4.5 days.

The new train-the-trainer program is designed to qualify industry professionals to teach other water professionals about the topics covered in the customer service program.

According to AWWA, two train-the-trainer workshops are available:

- August 16–21, in Chicago
- November 2–7, in Denver.

For information and registration details, click [here](#).