

SAN BERNARDINO COUNTY SHERIFF'S DEPARTMENT

FRANK BLAND REGIONAL TRAINING CENTER

18901 Institution Road, San Bernardino, CA 92407

DISPATCHER/ CUSTOMER SERVICE



[Click for AOT Calendar](#)

Advanced Officer Training "Beyond the Basic"

Course Fee: \$100.00

SBCSD: Fee Waived

• **Payment Options:**

Major Credit Cards
accepted in person or by
phone

Agency check, cashier's
check, or money order
payable to S.B.S.D.

No personal checks or
cash accepted

Mail check to:

PO Box 9037, San
Bernardino, CA 92427

- POST CCN: 2330-30874-19-001
POST Plan: IV

**SEPTEMBER 30, 2019
0800 - 1700 HOURS**

LEARNING TOPICS:

- Developing a Service Attitude
- Listening Skills
- Citizen Expectations
- Communication Guidelines
- Progressive Training
- Work Environment

COURSE DESCRIPTION:

This course is specific to 9-1-1. It will focus on the special actions that need to be taken by call-takers and dispatchers to provide the best service to their customer base as possible, including officers and citizens. The goal of this course is to encourage the students to always deliver exceptional customer service.

Students will learn to distinguish the proper and improper skills of customer service and the need for positive communication skills in a call center.

Course Location: High Desert Community Center
15900 Smoke Tree Street, Hesperia, CA 92345

- **Must be currently employed by a law enforcement agency**
- **Present appropriate ID upon arrival**
- **Dates and location are subject to change**
- **Casual business attire strictly enforced. No shorts, T-shirts, tanks, jeans, sandals, etc.**

To register contact Janet Gice: (909) 473-2695 / aotregistration@sbcasd.org