



# REGISTRATION FORM

EVENT:	<b>Customer Driven Service Training</b>
DATE:	<b>March 21, 2018</b>
LOCATION:	<b>Hyatt State College</b>
FEE:	<b>\$100.00 per person</b>

This transit specific training workshop walks the participants through a comprehensive training of **why** customer service is important, **how** customer service is a reflection of the organization's culture, the vital role of the dispatcher in customer service, **what** transit customers want, need and expect from the service provider, as well as how moral and stress affect customer service. While much attention is given to the role of the transit operator, **every employee in the organization will benefit from the materials presented.**

All participants will receive a copy of the Participant's Guide, along with an electronic version that includes all videos, power points, exercises and an E-learner's Guide that they can then use when back at their agency to review Customer Driven Service.

**Lodging:**

Rate \$109 plus taxes (8.5%)

Block of rooms reserved for December 6th

Room block released: November 22nd (OR WHEN SOLD OUT)

(800) 233-1234 (Group Name: PennTRAIN)

**Parking:** \$10.00 per vehicle per day

**Meals:**

AM/PM Breaks and Lunch will be provided

**NOTE: One registrant per form (please use additional forms for additional registrants)**

Business/Organization	
Registrant Name	Registrant Title
Address, City, State Zip	
Phone	Email

TOTAL AMOUNT DUE:

Method of Payment:

Check or Money Order (payable to PPTA)

CHECK NUMBER:

Please invoice me

**Return completed registration via fax to (717) 234-7176 or by email to [info@ppta.net](mailto:info@ppta.net)**

PA Public Transportation Association  
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