

Course 1 Timing

CHAPTER / ACTIVITY	TIME	DURATION
<i>Registration</i>	7:45 am	15 min
<i>Introduction</i>	8:00 am	30 min
Chapter 1: Communication Skills	8:30 am	75 min
Chapter 2: Diversity and Inclusion	9:45 am	75 min
<i>Break</i>	10:00 am	15 min
Chapter 3: Listening Skills	11:15 am	75 min
<i>Lunch</i>	12:00 pm	60 min
Chapter 4: Customer Service in Action	1:30 pm	90 min
<i>Break</i>	2:00 pm	20 min
Chapter 5: Working with Challenging Customers	3:20 pm	75 min
<i>Wrap-up</i>	4:35 pm	10 min

Course 2 Timing

CHAPTER / ACTIVITY	TIME	DURATION
<i>Registration</i>	7:45 am	15 min
<i>Introduction</i>	8:00 am	30 min
Chapter 1: Teamwork	8:30 am	60 min
Chapter 2: People, Processes, and Technology	9:30 am	120 min
<i>Break</i>	10:00 am	15 min
<i>Lunch</i>	11:45 am	60 min
Chapter 2: People, Processes, and Technology (cont.)	12:45 pm	60 min
<i>Break</i>	1:45 pm	20 min
Chapter 3: A Professional Attitude	2:05 pm	90 min
Chapter 4: Personality Types	3:35 pm	60 min
<i>Wrap-up</i>	4:35 pm	10 min

Course 3 Timing

CHAPTER / ACTIVITY	TIME	DURATION
<i>Registration</i>	7:45 am	15 min
<i>Introduction</i>	8:00 am	30 min
Chapter 1: Understanding the Basics	8:30 am	75 min
Chapter 2: Understanding the Rules and Regulations	9:45 am	75 min
<i>Break</i>	10:00 am	15 min
Chapter 3: The Fundamentals	11:30 am	120 min
<i>Lunch</i>	12:00 pm	60 min
Chapter 4: The Value of Water	2:30 pm	90 min
<i>Break</i>	4:00 pm	20 min
<i>Wrap-up</i>	4:20 pm	15 min