



Alabama Propane Gas Association
Customer Service Representative
(CSR)Training



Customer Service Representatives are a vital asset to every propane organization. They are on the front line of many customer calls. This class is for anyone that spends more time answering those calls for propane, taking directions, answering customer questions, and getting messages to the right person. Maybe you aren't the boots on the ground but you are certainly the voice of the company in your customer's eyes. What you say, do, and document are important (sometimes life saving) jobs in the propane industry. This Propane Basics for CSR/Office Personnel will increase your propane knowledge, provide critical safety information, demonstrate tools you can use to assist your company and your customers, and give you a chance to try some new ideas in a relaxed learning environment. **APGA reserves the right to cancel courses if adequate registration is not received.**

(Course includes: course material and breaks)

Morning Agenda

8:30 a.m. Course Begins
11:30 a.m. Course Concludes

Afternoon Agenda

1:00 p.m. Course Begins
4:00 p.m. Course Concludes

APGA has received funds from REAC to supplement the cost of conducting educational programs in 2019.
Therefore, the cost per attendee is \$25.

COURSE LOCATION & DATE

Prattville - APGA Office
Scott Lybarger Training Room
173 Medical Center Drive, Prattville
334-358-9590

August 29, 2019

Morning Session 8:30-11:30
Afternoon Session 1:00-4:00

REGISTRATION FORM FOR CSR Training

Recommend returning form by fax: 334-358-9520

Otherwise mail to: APGA, 173 Medical Center Dr., Prattville, AL 36066

COMPANY: _____

Individuals Attending (*print names*)

Your Branch City

Morning or Afternoon
Session



Cost per attendee = \$25 Please invoice my company or
 MasterCard VISA American Express

Please charge credit card
 Discover

Name on Card: _____

Card Number: _____

Exp. Date: _____ Billing Zip Code: _____

CVV#: _____ (last 3 digits on back or 4 digits on front above # for AmEx)

Signature: _____

****No shows or individuals not canceled FIVE BUSINESS DAYS prior to meeting date will be responsible for course cost. If not coming, please cancel so that we have time to place another person in the open slot.**