

# Cleaning Service Training Manual

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the most comprehensive hazmat emergency response training manual following nfpa and osha competency criteria the choice of firefighters and other rapid response personnel for years this user friendly manual helps first responders build their skills step by step to professionally handle any hazmat emergency organized to enhance understanding and retention and reinforced with copious illustrations photographs learning exercises and case studies this book takes the reader from preplanning to dispatch to the stabilization of an incident and on to post incident critique and follow up new material addresses advances in protective clothing

new products for confinement and containment and changes in the osha respiratory protection standard plus much more additional chapters cover wmds with sections specific to wmd response including site control personal protective equipment and decontamination

as part of ongoing assistance to the erb aed s brian mccotter and luisa freeman traveled to zambia in late january 2003 for consultations and to conduct a training seminar entitled customer service theory and practice the main goals of the seminar were to explore the importance of internal and external communications consumer affairs and public outreach for regulatory agencies and energy why is customer service in such a funk what is causing this service malaise despite the lip service being paid to the significance of the customer in contemporary business government and public life if customer service and contact with a customer or client are so important for the success of a company or organization then why are some companies and organizations failing in this critical d customer base the size and composition of the customer base to be surveyed is critical if the data will be valid to inform the ultimate customer service improvement plan admittedly there are times when you will have to say no but focus on what you can do for the customer accentuate the positive and not the negatives of the situation better to say i m sorry this is one of the ideal phrases for customer service it helps to placate the angriest of customers and allows you to begin the process of solving a customer complaint or request and meet him her half way apologizing does not mean you agree with the customer but it is a means to empathize and move beyond the emotion of the moment and negative impact

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