



# 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

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Cost per attendee = \$25		<input type="checkbox"/> Please invoice my company		or		<input type="checkbox"/> Please charge credit card	
<input type="checkbox"/> MasterCard		<input type="checkbox"/> VISA		<input type="checkbox"/> American Express		<input type="checkbox"/> 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.***