



SAFETY FIRST  
TRAINING TO A "T"

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### **Customer Service/Security 101 – Providing Customer Service While Maintaining Security Vigilance**

This interactive student/instructor course is custom-tailored to the needs of the security officer client company with a focus on the three steps of customer service while maintaining friendliness without losing security vigilance. Security Officers will be asked to share work-related experiences in order to learn from each other additional ways of handling customer interactions. Course length is approximately 4 hours depending upon class size and additional content to be covered that is client specific.

