



NEFI Customer Service Representative Education Program Application

Attention All Customer Service Representatives

The NEFI Education Foundation and Quality Service Contractors (QSC), an enhanced service group of the National PHCC, are proud to announce their new **Customer Service Representative Education Program**.

In today's fast-paced fuel service environment, collaboration and shared experiences are key to overcoming challenges and driving success. **This program provides a unique opportunity for customer service reps, office managers, and client representatives in the heating oil, propane, and HVAC industries to gain ideas and valuable insights that will help them thrive.**

These sessions will focus on first point-of-contact customer service training, including:

- Making genuine human connections
- Listening and communicating with empathy
- Discovering the real job to be done for customers
- Following up to learn how to improve and resolve concerns
- Engaging and receiving feedback that drives success

Registration is open to customer service representatives, office managers and client representatives, **but space is limited. Register today!**

Applicant's Contact Information

WHEN

Thursday, July 30, 2026

DEADLINE IS JULY 27

WHERE

Starting on Thursday, July 30, there will be 5 virtual meetings, every other Thursday. (July 30, Aug 6, Aug 13, Aug 27 and Sept 3.)

HOW TO APPLY

ONLINE

Visit nefi.com/education/qsc/csr

BY EMAIL

Complete this application and email it to education_qsc@nefi.com

APPROVAL

All applicants are subject to approval. Applications will be reviewed after receiving. An email will be sent once accepted with a confidentiality agreement.

COST

\$475 for NEFI Members

\$625 for Non-Members

CANCELLATION

All cancellation requests must be sent in writing 30 days prior to the first session to education_qsc@nefi.com

First Name:

Last Name :

Current Title:

Length of Time in Position:

Company Name:

Company Address:

Company City:

Company State:

Company Zip:

Applicant's Email Address:

Length of Time Company Has Been in Business:

Applicant's Reporting Supervisor/Manager's First Name:

Last Name:

Applicant's Reporting Supervisor/Manager's Title:

Applicant's Reporting Supervisor/Manager's Email Address:

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Application Questions for Customer Service Representative Education Program

- 1) How many years of experience do you have in the industry?
- 2) What positions have you held?
- 3) Can you describe your current primary responsibilities?
- 4) How many customer service representatives make up your company's team?
- 5) What services does your company provide?

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Application Questions for Customer Service Representative Education Program (CONTINUED)

- 6) Can you commit to the required group meetings and discussions? _____YES _____NO
- 7) What are your key goals for participating in this education session?
- 8) Are there specific skills or knowledge areas you are looking to improve?
- 9) What is your biggest challenge in your role that you would like to discuss with your peers?
- 10) Do you or your team have certain performance targets or goals you need to meet when helping customers or serving your industry?

Signature

Date

PLEASE SIGN AND EMAIL COMPLETED APPLICATION TO: EDUCATION_QSC@NEFI.COM

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