



# 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!**

### WHEN

**September 11, 2025**

**DEADLINE IS SEPTEMBER 3**

### WHERE

The program will consist of 4-5 virtual meetings, every other Thursday, from 1:00pm–2:30pm.

### HOW TO APPLY

#### ONLINE

Visit [nefi.com/education/qsc/csr](https://nefi.com/education/qsc/csr)

#### BY EMAIL

Complete this application and email it to [education\\_qsc@nefi.com](mailto: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

**\$575** for Non-Members

### CANCELLATION

All cancellation requests must be sent in writing 30 days prior to the first session to [education\\_qsc@nefi.com](mailto:education_qsc@nefi.com)

## Applicant's Contact Information

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:

**REGISTRATION DEADLINE IS SEPTEMBER 3 • SPACE IS LIMITED**



## 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](mailto:EDUCATION_QSC@NEFI.COM)**

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