

**JIM ZALUD, LAW ENFORCEMENT EDUCATOR, PRESENTS:**

# **FRONT DESK SERVICE, CRISIS + SECURITY**

**REGISTER  
TODAY**

at  
[JimZalud.com](http://JimZalud.com)



The primary focus of the course will be to provide Law Enforcement Front Desk and Clerical personnel with a basic understanding of public customer service, with emphasis on the ability to spot and deal with crisis and dangerous behavior, and concealed carry as well.

## **COURSE GOALS:**

- Introduce participants to the principals of customer service.
- Introduce visual & video scenarios to enhance the understanding of service and perception.
- Offer methods with which to read people who are in a state of "crisis".
- Provide Participants with Do's & Don'ts for crisis situations.
- Offer tips on the use of intuition in response to perceived danger.
- Provide a basic understanding of Reasonable Suspicion.
- Offer techniques with which to recognize concealed carry.

### **ROCKFORD OCTOBER 15\***

Rockford Mass Transit District  
Community Room  
725 N. Lyford Rd.  
(815) 961-9000

### **GURNEE NOVEMBER 4\***

Gurnee Police Department  
100 N O'Plaine Rd.  
(847) 599-7000

### **AURORA NOVEMBER 20\***

Aurora Police Department  
1200 E. Indian Trail  
(630) 256-5000

### **LEMONT DECEMBER 3\***

Lemont Police Department  
14600 127th St.  
(630) 257-2229

**\*CLASSES OFFERED:  
8 A.M.-NOON OR 1 P.M.- 5 P.M.**

**EXPRESS ENROLLMENT ONLY \$74!**

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