

**Registration Form
Deadline: October 30, 2009**

Name: _____
Address: _____
City: _____ **State:** _____ **Zip:** _____
E-Mail Address: _____
Fire Department Affiliation: _____

Instructor Bio



Alan Brunacini joined the Phoenix Fire Department in 1958. He served in every department position. He was promoted to Fire Chief in 1978 and retired in 2006.

He is a graduate of the Fire Protection Technology program at Oklahoma State University. He has a BS and an MPA from Arizona State University. He is the past Chairman of the Board of the National Fire Protection Association and the N.F.P.A. Fire Service Occupational Safety Committee (standard 1500). He is the current Chairman of the N.F.P.A. Career Fire Service Organization and Deployment Committee (standard 1710). He and his two firefighter sons are currently developing and teaching the local command level Blue Card hazard zone management program. They also present workshops, seminars and conferences to many fire departments throughout the country on various topics. He is the author of Fire Command, Command Safety, Timeless Tactical Truths, Essentials of Fire Department customer Service and the Anatomy and Physiology of Leadership.



Cranberry Township Volunteer Fire Company Presents

**Customer Service
& Incident Command**

Presented By:
Retired Chief Alan Brunacini,
Phoenix Fire Department

November 14th 2009 8:00 AM
\$25.00 per person
Regional Learning Alliance

Lecture Description

This session will discuss some of the methods we can use to refine our internal and external customer service approach. The Fire Service has delivered service to Mrs. Smith, our customer, since Ben Franklin got us started. She loves us and trusts us because when she needs us we always respond quickly, we solve her problem and we are nice to her. What she remembers the longest is how we treated her and her family. How we manage our departments on the inside is how we are viewed on the outside.

Registration

Date: November 14, 2009 - 8:00 AM

Fee: \$25 per person
Includes Lunch & Door Prizes
(Make checks payable to
Cranberry Township VFC)

Deadline: October 30, 2009

Mail Registration To:

Cranberry Twp. VFC
ATTN: Asst. Chief Kovac
1629 Haine School Rd.
Cranberry Twp., PA 16066

Questions: training@ctvfc21.org

Course Location

Regional Learning Alliance
850 Cranberry Woods Drive
Cranberry Township, PA 16066

Directions

From Pittsburgh and South:

Take Interstate 79 North to Exit 78 - Route 228 -Cranberry/Mars. Turn right onto Route 228 East. At the first traffic light, turn right onto Cranberry Woods Drive (the Marriott Hotel will be on the right). Follow Cranberry Woods Drive to the first stop sign. Continue straight through the stop sign. In 100 yards turn right (no street sign). The MSA building will be on your left. Follow drive straight ahead for 250 yards to the entrance to the RLA.

From Erie and North:

Take Interstate 79 South to Exit 78 - Route 228 - Cranberry/Mars. Turn left onto Route 228 East. At the second traffic light, turn right onto Cranberry Woods Drive (the Marriott Hotel will be on the right). Follow Cranberry Woods Drive to the first stop sign. Continue straight through the stop sign. In 100 yards turn right (no street sign). The MSA building will be on your left. Follow drive straight ahead for 250 yards to the entrance to the RLA.

From Ohio and West:

Take Interstate 76 East to Exit 28 (Old Exit 3) – Follow signs for Interstate 79 North. Take the second exit - Exit 78 - Route 228 - Cranberry/Mars. Turn right onto Route 228 East. At the second traffic light, turn right onto Cranberry Woods Drive (the Marriott Hotel will be on the right). Follow Cranberry Woods Drive to the first stop sign. Continue straight through the stop sign. In 100 yards turn right (no street sign). The MSA building will be on your left. Follow drive straight ahead for 250 yards to the entrance to the RLA.

From Harrisburg and East:

Take Interstate 76 West to Exit 28 (Old Exit 3) - Follow signs for Interstate 79 North. Take the first exit - Exit 78 - Route 228 - Cranberry/Mars. Turn right onto Route 228 East. At the second traffic light, turn right onto Cranberry Woods Drive (the Marriott Hotel will be on the right). Follow Cranberry Woods Drive to the first stop sign. Continue straight through the stop sign. In 100 yards turn right (no street sign). The MSA building will be on your left. Follow drive straight ahead for 250 yards to the entrance to the RLA.

Local Hotels

Pittsburgh Marriott North
(724) 772-3700

Hampton Inn Cranberry
(724) 776-1000