

Sacramento Police Department
Mandatory Academy Follow-up Training
2022

The following course is offered to academy graduates as they enter the field training program at the Sacramento Police Department. These new officers are brought back to the training environment several times as they progress through the field training.

Course Title: Customer Service for Modern Policing

Course Description: An introduction to the customer service mindset and tools/tactics for the implementation of good customer service practices.

Course Objective: To identify why customer service is important to police officers and the community, identify customers of police service and to provide students with a usable process for providing good customer service to enhance police customer experiences.

Representative Methods of Evaluation:

- Class Participation
- Lecture