CLEVELAND STATE UNIVERSITY

CENTER FOR EMERGENCY PREPAREDNESS

SPECIAL PRESENTATION

Cleveland State University, Center for Emergency Preparedness Proudly Presents...

CHIEF ALAN BRUNACINI LEADERSHIP SEMINAR April 4, 2013

Join Chief Alan Brunacini, author Essentials of Fire Department Customer Service. Bruno and other fire service leaders will share ideas and techniques that will guide your organizations in regaining your market share with Mrs. Smith the fictional character that represents our taxpayers.

In a time when we need to regain the trust of our taxpayers our organizations need more than ever to get back to the basics of caring for Mrs. Smith. Our future depends on it, our customers demand it.

To register, please click on the following link:
http://tinyurl.com/Chief-Bruno2013

Location: **Cleveland State University, Levin College**
1717 Euclid Avenue, Cleveland Ohio 44115
Room 254 (The Bonda Room)

Class time is from 9:00a until 4:30p. Parking is located across the street.
Class size maximum is 50 participants.

***HURRY,* REGISTER TODAY!**

Cleveland State University / Center for Emergency Preparedness
Leaders in Ohio's Emergency Preparedness for over 25 years!

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Cleveland State University
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