



SWANA[®]

SOLID WASTE ASSOCIATION
of North America

SWANA BEEHIVE CHAPTER

FALL TRAINING

OCTOBER 27 & 28

University of Utah Guest House

Courses Offered

See Reverse Side For Details

- *Customer Service*
- *8 Hour Hazwoper*

(Landfill Specific)

SWANA TRAINING

COURSE DESCRIPTIONS

All courses are 1-day classes and will be taught twice. Attendees can register for 1 or 2 courses.

CUSTOMER SERVICE

Working Well With Others

This one-day course is designed to help employees (scalehouse attendants, working floor or working face attendants, and others) who interact frequently with customers. The course will teach individuals how to communicate more effectively and minimize conflict. Participants will learn how to:

- Recognize your communication style under stress;
- Look at ways that style is like / different than the styles of those with whom you come into conflict;
- Learn to resolve conflict by initiating a learning conversation;
- Use listening and expressing to move toward problem solving;
- Learn to resolve issues by finding a solution that works for both parties.

8 HR HAZWOPER REFRESHER

Landfill Specific

This landfill-specific 8 Hour HAZWOPER Refresher Course meets the refresher requirements of OSHA 29 CFR 1910.120. Topics discussed will include a regulatory overview of environmental, health and safety regulations applicable to municipal landfills, safe work practices for landfill personnel, selection and use of personal protective equipment, review of chemical hazards including the DOT Emergency Response Guidebook, recognizing potential hazards and emergency response procedures. Attendees will receive a certificate of completion. SWANA is bringing this training to members at a considerable savings. Don't miss this opportunity!

REGISTRATION

Choose 1 or 2 of the following courses

- | | | |
|--------------------------|--------------------------------|----------|
| <input type="checkbox"/> | Customer Service, October 27th | \$ 50.00 |
| <input type="checkbox"/> | Customer Service, October 28th | \$ 50.00 |
| <input type="checkbox"/> | 8 HR Hazwoper, October 27th | \$100.00 |
| <input type="checkbox"/> | 8 HR Hazwoper, October 28th | \$100.00 |

Registration Deadline

October 15, 2009

Payments must be cash or check
Make checks payable to SWANA Beehive Chapter

Registration: 8:00 a.m. to 8:30 a.m.

Classes: 8:30 a.m. to 5:00 p.m.

Lunch will be provided

Name: _____

Company: _____

Address: _____

City, State, Zip: _____

Phone: _____

E-mail: _____

Send Registrations To:

Brenda Bingham, Trans-Jordan Cities
PO Box 95610, South Jordan, UT 84095
Phone: 801-569-8994 ext 15 Fax: 801-352-0578
E-mail: landfill@transjordan.org

Register Now

Space Is Limited

Each class is limited to 25 participants per class

HOTEL INFORMATION

University of Utah Guest House
110 South Fort Douglas Blvd
SLC, UT 84113

Reservations

1-888-416-4075

Room Rate

\$89.00—Before October 12, 2009

Reference Group Name:

SWANA Utah-DEQ

Tax Exempt Certificates will be required
to receive tax exempt status