

# Essentials for Excellent Customer Service

## National Retail Certification in Customer Service & Sales

This 35-hour instruction course is designed to capture the core customer service duties for a broad range of entry-level through first-line supervisory positions across sales and service industries.

## Courses

- Winning Attitude!
- Effective Communication
- Commitment to the Customer
- Problem-Solving Techniques
- Confidence with Difficult Customers
- Critical Thinking Skills
- Managing Job Stress
- Exceeding Customer Expectations
- Test Preparation and Management

## Grants and Scholarships Available

Become certified for little to no money. Contact CCWA to learn how.

## Time & Place

CCWA Talley Workforce Center  
1:00 - 5:00

Sept 15, 17, 24, 29, Oct 1, 6, 8, 14 & 15



COMMUNITY COLLEGE  
**WORKFORCE  
ALLIANCE**

*A partnership between  
John Tyler & Reynolds Community Colleges*

### For More Information

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Website:

[ccwatraining.org/customerservice](http://ccwatraining.org/customerservice)

