**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** Managing Job Stress
- Commitment to the Customer
- •Problem-Solving **Techniques**

- Critical Thinking Skills
- Exceeding Customer **Expectations**
- Test Preparation and Management
- °Confidence with Difficult Customers

## Grants and Scholarships Available Become certified for little to no money. Contact CCWA to learn how.

## **Time & Place**

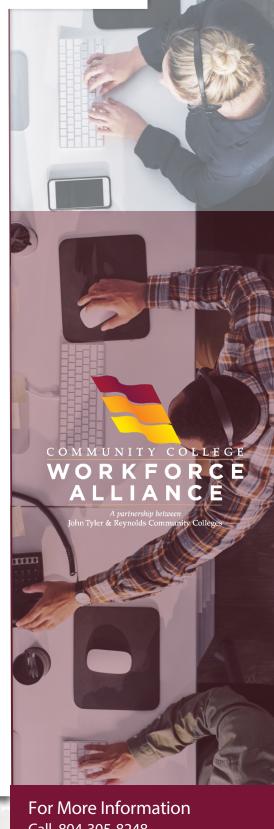
**CCWA Talley Workforce Center** 1:00 - 5:00 Sept 15, 17, 24, 29, Oct 1, 6, 8, 14 & 15





CRATER REGION





Call 804-305-8248 Email: Wes Smith, AVP Workforce Development wsmith@ccwa.vccs.edu Website:

ccwatraining.org/customerservice