



Customer Care Professional Certification

Offered at:

Goodwill Career Center,
271 E. Apple Ave., Muskegon

Schedule:

Mondays and Wednesdays
4:00-6:00pm

Total Program Hours:

32 hours

Program Duration:

8 weeks

Free, on-site child care available!

Get ready for a career as a front desk office or medical receptionist, administrative assistant, call center representative, sales associate, or other jobs that need great customer service.

Learn and develop effective and polished customer care and communication skills to work in a variety of customer service jobs. Course format includes both hands-on and classroom activities to enhance learning and increase understanding. You will be evaluated throughout the course to ensure concepts are being learned and retained for transfer to the workplace. This course also supports you in job launch activities including resume writing, job search, preparing for interviews, job retention, and basic budgeting.

Learning Outcomes:

- ✓ Understand the impact of professionalism in customer service
- ✓ Learn how to solve customer problems quickly and well
- ✓ Receive hands-on phone skills training, including handling multiple lines and paging
- ✓ Gain computer skills in scheduling and registration
- ✓ Learn how to get along well with both customers and co-workers
- ✓ Learn the best ways to communicate, including active listening skills
- ✓ Increase confidence in dealing with complex customer interactions

For more information or to register call (231) 722-7871