

Customer Service Training

Customer Service September 2024

The program is 100% free, including testing.

HDI Customer Service Representative Certification

Includes the support of an Employment Specialist.

September 30 - November 22 (eight weeks)

Monday - Friday (five days a week)

9:30 am - 12:30 pm (three hours a day)

Project HOME | Adult Learning and Workforce Program
Honickman Learning Center Comcast Technology Labs
1936 N Judson St 19121 (near 23rd and Berks)

Apply by Thursday, September 19.

<https://forms.gle/Re9qruLiSB67xSqy5>

Text "Class" to (484) 229-3482 for a link.

<https://www.projecthome.org/adult-education>



Topics

Advanced internet search
Business writing
Communicating with empathy
Communication styles
Customer service language
Documentation
Effective teamwork
Email
Emotional intelligence
First impressions
Forms and applications
Google Docs
Google Drive
Handling emergencies
LinkedIn
Microsoft Word
Personal resilience
Social service customer service
Trauma-informed care
Typing
Video chat