



# Customer Service Training and Certification + Computer Basics Training



Free training  
For adults 18 years old +  
HDI Customer Service Representative (HDI-CSR) certification  
An Employment Specialist will help you with your job search  
8-week class

October 17 - December 9  
Monday - Friday  
10:00 am - 2:00 pm

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

Apply by Friday, October 7  
<https://forms.gle/fCWMzX5tn6qW4JRG7>  
Text "Customer Service" to (484) 229-3482 for link above

## Part 1: Computer Basics

Typing  
Email  
Microsoft Word  
Google Docs  
Video chat  
The Cloud  
Google Drive  
Clock in / cloud out software  
Advanced internet search  
Forms and applications

## Part 2: Customer Service

Social service customer service  
Communication styles  
Customer service language  
First impressions  
Emotional intelligence  
Personal resilience  
Effective teamwork  
Communicating with empathy  
Handling emergencies  
Business writing  
Documentation  
Trauma-informed care