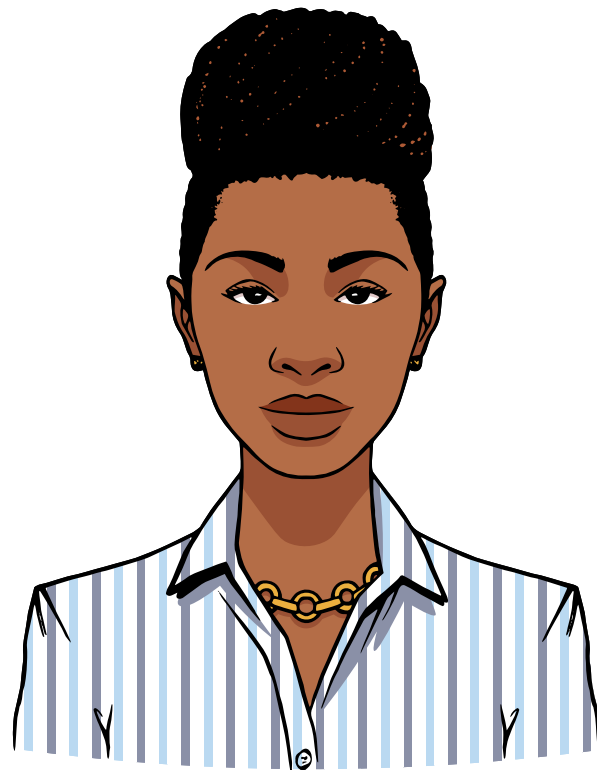


Customer Service + Computer Basics Class Starts February 2023



Customer Service February 2023

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

February 20 - April 14
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, February 10
Text "Customer Service" to (484) 229-3482 for the link below
<https://forms.gle/X8y6LwLDxB7cGkE7>



Part 1: Computer Basics

- Typing
- Email
- Microsoft Word
- Google Docs
- Video chat
- The Cloud
- Google Drive
- Clock-in clock-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