

Customer Service for Front Desk Receptionist Training with Call Center Certification



Customer Service March 2024

The program is 100% free, including testing.

HDI Customer Service Representative certification.

The workforce-focused program includes the support of an Employment Specialist to find a new job.

March 4 - April 26 (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 Judson St. 19121
(Near 23rd and Berks in North Philly)

Apply by Thursday, February 22.
<https://forms.gle/67b2XHQoMwXsv3LX6>
Text "Classes" to (484) 229-3482 for the link above.

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

Part 1: 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

Part 2: Computer Basics

Typing
Email
Microsoft Word
Google Docs
Video chat
LinkedIn
The Cloud
Google Drive
Advanced internet search
Forms and applications