

Customer Service Training



Customer Service October 2026

100% free In-person For adults of all ages

Includes the support of an Employment Specialist

HDI Customer Service Representative certification

October 5–November 25 (eight weeks)

Monday–Friday (five days a week)

10:00 am–2:00 pm (four hours a day)

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

Apply by Monday, September 21
Text CLASS to (484) 229-3482 for a link

<https://linktr.ee/projecthomeadulteducation>

1. Advanced internet search
2. Business writing
3. Communicating with empathy
4. Communication styles
5. Customer service language
6. Documentation
7. Effective teamwork
8. Email
9. Emotional intelligence
10. First impressions
11. Forms and applications
12. Google Docs
13. Google Drive
14. Handling emergencies
15. LinkedIn
16. Microsoft Word
17. Personal resilience
18. Trauma-informed care
19. Typing
20. Video chat