

**Program Title:**            **Customer Service Specialist Level 1**

**Duration:**                    10 Months / 760 hours

**Educational Credential:**    Certificate of Completion

**Methods of Instruction:**    One-on-one instruction, classroom lecture, hands-on computer assisted, lab

### **Training Overview**

ProTRAIN will deliver customer service, computer, and business skills training in a classroom environment to assist the client in obtaining the needed skills to be a competitive applicant in an entry-level customer service / call center position.

Training will be broken up into classroom sessions covering computer basics, keyboarding and the basic understanding of Microsoft Windows, Microsoft Office, and Customer Service, Communication, and other key business skills. Training will be held at ProTRAIN's computer lab and will be delivered in a combination of instructor-led and self-paced (assisted by an instructor) training.

Training will be ten months, Monday-Thursday, five hours per day/20 hours per week.

**Total Program Costs: \$13,000**

### **Course Topics**

- **Computer Basics 101** – Instruction includes the basics of current operating systems, working with files and folders, applications, keyboarding, and common and advanced customization tasks. This course includes discussion around “cloud” computing and the functions that can be performed. Keyboarding will also be further developed during the remaining training sessions.
- **Microsoft Windows** – This course is designed for any worker, business professional or private individual who needs knowledge in operating systems and file management skills. Learners will explore its interface, identify the different components in the interface, customize the Windows desktop, manage files and folders, use the common tools and programs available and browse the Internet.
- **Microsoft Word – Beginning** - This course is intended for individuals who want to gain basic knowledge of working in Word.
- **Microsoft Excel – Beginning** - This course is intended for an individual with little or no experience using Microsoft Excel or any other spreadsheet program.
- **Microsoft PowerPoint – Beginning** – Students will learn how to create presentations, use themes and variants, add media and objects to a presentation, format text, share presentations, present a slide show online, and customize the interface.
- **Microsoft Access – Beginning** – Students will learn the basics of databases and then move on to tables, reports, queries, how to manage a database, and ways to customize the database interface.
- **Microsoft Outlook** – Students will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes. Students will also customize the Outlook environment, calendar, and mail messages, track,

share, assign, and quickly locate various Outlook items. Students will learn how to use the favorites list, use search folders, managing mail with rules, creating, and using categories, managing junk mail, sharing the calendar, using meeting scheduling and mailbox features on Microsoft Exchange Server, creating signatures, managing Outlook data, using data management tools like Mailbox Cleanup and AutoArchive and working with Outlook profiles.

- **Review #1 – Computer Basics** – This course will review topics covered in earlier in the training plan to encourage and aid retention of skills taught.
- **Microsoft Word – Intermediate** - Students will work with styles, sections, and columns, use the Navigation pane to work with outlines, will format tables, print labels and envelopes, work with graphics, use document templates, manage document revisions, and work with web features.
- **Microsoft Excel – Intermediate** - Students will learn how to use multiple worksheets and workbooks efficiently and start working with more advanced formatting options including styles, themes, and backgrounds. In addition, training includes instruction on working with tables and adding hyperlinks.
- **Review #2 – Microsoft Office** – This course will review Microsoft Office topics covered in earlier in the training plan to encourage and aid retention of skills taught.
- **Customer Service: Critical Elements of Customer Service** - Specific learning objectives include: Demonstrating a customer service approach, understanding how your own behavior affects the behavior of others, demonstrating confidence and skill as a problem solver, applying techniques to deal with difficult customers, and making the choices that provide superior customer service.
- **Call Center Training: Sales and Customer Service Training for Call Center Agents** - This training course will teach participants: The nuances of body language and verbal skills, aspects of verbal communication such as tone/cadence/pitch, questioning and listening skills, how to deliver bad news and say “no”, effective ways to negotiate, the importance of creating and delivering meaningful messages, tools to facilitate their communication, the value of personalizing their interactions and developing relationships, vocal techniques that will enhance their speech and communication ability, personalized techniques for managing stress.
- **CRM - Introduction to Customer Relationships** - This training course will help you teach participants how to: Work through the benefits of CRM on a company’s bottom line, analyze the different components of a CRM plan, describe how customer relationship management can provide value for organizations and customers, and more.
- **Customer Service Communication Strategies** – The primary aim of this course is to enable participants with an understanding of the impact that their communication skills can have on others, while exploring the different ways in which developing these skills can make it easier for them to succeed in the office and beyond.
- **Career Planning and Readiness Skills** - This portion of training will focus on preparing and polishing skills for the client returning to the workforce. This course will provide several topics to enable participants with an understanding of the impact of career planning, job searching, resume and cover letter writing, interview questions, and effective communication skills that can make it easier for them to succeed in the office and beyond.
- **Final Review** – The final review covers Customer Service and Business Skills topics covered in the weeks prior.

