Customer Service Skills Training

Customer Service and The Language of Business: $50  Tuesday, September 27th  8:30am – 12:30pm
Learn about the field of customer service and how employees fit into the organization’s “big picture”. The industry’s impact on the economy is emphasized. Topics include serving customers, understanding customer expectations, and the importance of business language and workplace image.

Telephone Service Skills: $75  Tuesday, October 4 & 18  8:30am – 12:30pm
Learn to create customer loyalty by providing a positive telephone service image. Call management techniques such as greeting, questioning, resolutions, and ending the call are discussed and role played.

Business Math and Computer Skills: $50  Tuesday, October 25  8:30am – 12:30pm
Gain an understanding of calculating tax, discounts, and proration. Learn how Excel is used for creating basic formulas and reports. Navigate through multiple windows of information to resolve customer issues.

Business Writing: $50  Tuesday, November 1  8:30am – 12:30pm
Style, tone, and grammar are critical elements in business writing. Learn to use the correct format and verbiage for email and written workplace communication.

Personal Style, Diversity, and Inclusion: $75  Tuesday, November 8  8:30am – 3:30pm
Increase your self-knowledge and awareness of personality preferences. Learn to communicate effectively with different personalities, promote inclusion, and work through language barriers. Learn how diversity benefits the individual, team, and organization as a whole.

Managing Multiple Tasks & Priorities and Navigating Change: $75  Tuesday, November 15  8:30am-3:30pm
Learn to plan, set priorities, and schedule your time. Identify time wasters and savers that will help you adapt more easily as the organization evolves and changes. Understand the necessity of organizational change.

Managing Difficult Situations: $75  Tuesday, November 29  8:30am – 3:30pm
Gain skills in managing challenging customer situations. Learn how listening, managing emotions, reflection, and other specific strategies can result in a positive outcome. Includes applied practice with recorded role-play.

The Service of Selling: $75  Tuesday, December 6  8:30am – 3:30pm
Learn to provide service by customer-focused sales. Gain strategies to develop rapport, identify needs, provide solutions, and close the sale. Activities are provided to reinforce learning.

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