



# Customer Service Call Center Training



There is an immediate need in the job market for employees with customer service and communication skills. This training program will provide you the basic knowledge and skills necessary to gain an entry level position or better.

## PROGRAM BENEFITS

- 4-week program to get you ready to go to work fast
- Small class size ensures individual attention
- You learn the skills to compete in today's job market
- Resources of Goodwill's Job Connection
- Job placement assistance
- Partnership with Telerx, customer care specialists located in Kings Mountain

## INTERACTIVE HANDS-ON TRAINING

- Best methods for enhancing customer relationships
- Dynamics of customer satisfaction
- Telephone etiquette
- Active listening skills
- Hands-on computer lab

## EMPLOYABILITY SKILLS TRAINING

- Resume Building
- Communicating Effectively
- Interview Techniques
- Work Ethic



FOR MORE INFORMATION ON THE TRAINING PROGRAM,  
please call the Gaston County Job Connection at 704-916-1610



*Changing Lives through  
the Power of Work!*

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