

Customer Service Training



More info and apply at bit.ly/3gZjvYL

Learn practical computer and customer service skills

Includes one-to-one job search coaching/support

Training starts July 19, 2021 at 10:00am

Is a reception or front desk job right for you?

This training focuses on preparing you for customer service employment, with an eye towards work in reception or at a front desk.

Key details

✚ Free

✚ 18 years old +

✚ It is a 2-part training (details later in the packet)

- Practical computer, internet, and email skills for the workplace
 - You can test out of this part
- Customer service skills
 - Including preparing for and taking the HDI Customer Service Representative (HDI-CSR) certification test

✚ Schedule

- First half
 - July 19 – August 13
 - 10:00am – 1:00pm
- One-week break
 - August 16 - 20
- Second half
 - August 23 – September 21
 - Times are to be determined

✚ Trauma-informed curriculum

✚ Applications are due Tuesday, July 13

The application processes

1. The application

- a. Complete the online application on a computer, phone, or tablet <https://bit.ly/3gZjvYL>

2. The screening

- a. We will reach out to you about a computer skills screening
- b. A Project HOME employment specialist will call you to talk about your interest in employment

Priority is given to

Unemployed

Underemployed

Ready to start a new job immediately after

Project HOME residents

Project HOME alumni

What will I learn in the computer skills part of this training?

1. Typing
2. Email
 - a. Advanced email skills
 - b. Calendar skills
3. Office suites
 - a. Microsoft Office, primarily Microsoft Word
 - b. Google Docs
4. Video chat and collaborative tools
 - a. Microsoft Teams
 - b. Zoom
5. The Cloud
 - a. Google Drive
 - b. Microsoft OneDrive/SharePoint
6. Using clock in / cloud out software
7. Printing and saving
8. Advanced internet search/research
9. LinkedIn
10. Forms and applications

What will I learn in the customer service part of this training?

1. Job readiness
 - a. Job Readiness 101
 - b. Social service organizations and customer service
2. Intra/interpersonal skills
 - a. Communication styles
 - b. Customer Service language and first impressions
 - c. Emotional intelligence and personal resilience
 - d. Effective teamwork
 - e. Communicating with empathy
3. Technical skills
 - a. Daily procedures
 - b. Handling emergencies
 - c. Business writing and documentation
 - d. Workload management
 - e. Problem-solving
4. External trainings
 - a. Trauma-informed care
 - b. De-escalation training
5. HDI Customer Service Representative (HDI-CSR) certification test
 - a. Preparation
 - b. Learners will take the certification exam

Q: Are there any costs associated with the training?

A: No, it's completely free.

Q: Will this training be in person?

A: Probably. We encourage you to apply <https://bit.ly/356M9QI>. As we confirm some of the logistics we will update you.

If it is in person, it will be at the
Honickman Learning Center
1936 N Judson St
Philadelphia, PA 19121

Q: How will I do the training if I don't have a computer?

A: If the training is in person, there is computer lab that we'll be working in. If the training is remote, we will loan you all the technology you need to complete the training.

Q: Who is teaching the training?

A: All instruction is live. Martin Wiley, Project HOME Adult Learning Lead Instructor & Student Support Services, is teaching. Martin's contact information is at the top of each page ↑

Q: What does the job coach do?

A: They work with you to help find a job that fits into your life and meets your career goals. They provide one-to-one support. They will help you with your resume, applications, connecting with employers, interview prep, etc.

Q: How do I apply?

A: Fill out this Google Form intake application on a computer, phone, or tablet <https://bit.ly/356M9QI>.

Q: How will I know if I got into the training?

A: We will contact everyone who applies.

Q: What if I don't get into the training? What if I miss the application deadline?

A: There will be more. You can talk with Martin or Greg about how to improve your chances of getting in.

Q: Will I have to attend every day?

A: Yes. You are required to attend class every day, and you are expected to be on time. Plan to be a little early.

Q: What if I have to work or have an appointment during the training times?

A: You should adjust your schedule before starting the training. Greg can help you figure that out with your manager if you want.

Q: What else will be expected of me besides attendance?

A: Participation in class. You are expected to complete classwork, homework, assessments, and take the HDI-CSR certification test.