

# Customer Service + Computer Basics Training with Certification



Customer Service October 2023

Free training  
For adults 18 years old +  
Space is limited.

HDI Customer Service Representative (HDI-CSR) certification.  
An Employment Specialist will help you with your job search.

October 9 - December 8 (eight weeks)  
Monday - Friday (five days a week)  
12:00 pm - 3:00 (three hours a day)

Project HOME | Adult Learning and Workforce Program  
Honickman Learning Center Comcast Technology Labs  
1936 N Judson St. 19121 (near 23rd and Berks in North Philly)  
<https://g.page/hlcctl>

Apply by Monday, October 2.  
<https://forms.gle/XrtzEpiWieXxYydw5>  
Text "Classes" to (484) 229-3482 for the link above.

<https://www.projecthome.org/adult-education>

## Part 1: Computer Basics

- Typing
- Email
- Microsoft Word
- Google Docs
- Video chat
- The Cloud
- Google Drive
- Clock-in clock-out software
- Advanced internet search
- Forms and applications

## Part 2: Customer Service

- Social service customer service
- Communication styles
- Customer service language
- First impressions
- Emotional intelligence
- Personal resilience
- Effective teamwork
- Communicating with empathy
- Handling emergencies
- Business writing
- Documentation
- Trauma-informed care