

MICROSOFT OFFICE CREDENTIALS CUSTOMER SERVICE ESSENTIALS

A program of the Cerebral Palsy Research Foundation of Kansas, Inc.
5111 E. 21st St. N. ~ Wichita, KS 67208 ~ (316) 651-5232 ~ www.cprf.org ~ www.JobSkillsForLife.com

To enhance the computer technical skills and marketability of people with disabilities and others affected by the digital divide.

Program Description

For students with a basic knowledge of computers, this course focuses on developing not only critical computer skills, but also customer service skills necessary to gain entry-level career positions with opportunities for advancement.

This program Includes technical computer instruction, the development of superior customer service skills, and exercises to improve keyboarding skills. Students will have the opportunity to obtain Microsoft Office Specialist (MOS) certification in Word. In addition, practical topics will be presented to improve financial literacy.

Schedule

- 160 Hours of Training.
- Weekdays 10:00 a.m. to 2:30 p.m. for 8 weeks

Contact Us about Future Classes

Expert Instruction

- All Classes Taught by Experienced Microsoft Offices Specialist Master.

**Led by Experienced Microsoft Office Specialist
Master Instructor**

Topics Covered

- Microsoft Windows 10 Basics
- Microsoft Windows Explorer
- Microsoft Internet Explorer.
- Microsoft Word 2013
 - Basic, intermediate, and advanced topics
 - Create and Customize Documents, Format Content, Work with Visual Content, Organize Content, Review Documents, Share and Secure Content, Perform a Mail Merge, and more.
- Customer Service
 - Business Etiquette and Professionalism, Effective written and verbal communication, How to deliver excellent customer service, Workplace ethics, code of conduct, confidentiality, integrity, and respect, Expanding employer's business by effectively promoting additional products and services to clients
- Financial Literacy and Awareness



Practical Business Skills

- Keyboarding (Typing and Data Entry)
- Business Communication and Correspondence Using E-mail and the Internet.

Expected Student Outcomes

- Achieve Microsoft Office Specialist (MOS) Certification in Word 2013
- Demonstrate excellent attendance record and punctuality in a business environment
- Improve keyboarding speed and accuracy
- Improve data entry keystrokes per hour
- Completion of customer service and selected business skills modules
- Score of 80% or higher on customer service exams
- Knowledge of employer expectations

School of Adaptive Computer Training (316) 651-5232

It's about employment and independence for people with disabilities. The rest is technology.