



THE SCHOOL OF ADAPTIVE COMPUTER TRAINING

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

Customer Service Program Deliver Superior Customer Service

Class Description:

Students will receive training on delivering superior customer service. They will learn to develop an understanding of corporate culture and how excellent customer service enables organizations to achieve their company goals by contributing to real business growth. They will learn about strategies to build customer relationships, how to apply customer service skills to improve service, exceed customer expectations, and how to market additional products or services. In addition, the students will gain knowledge of business etiquette and professionalism.

▶▶▶ ENROLL NOW FOR SUMMER CLASSES ◀◀◀

Available online or in-person

Start Date	Time	Days	# of Weeks
6/20/22	1 PM — 3 PM	Monday — Friday	2
7/18/22	8 AM — 10 AM	Monday — Friday	2

Led by Instructor skilled in customer service with years of experience working with students with disabilities.

Topics Covered

- ▶▶ 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.

Expected Student Outcomes

- ▶▶ Development of good customer service skills.
- ▶▶ Knowledge of employer expectations.
- ▶▶ Ready to apply for jobs in customer service or other entry-level positions in a business environment.
- ▶▶ Score of 80% or higher on all exams.
- ▶▶ Excellent attendance record.
- ▶▶ Certificate of Course Completion.

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

The School of Adaptive Computer Training | A program of Cerebral Palsy Research Foundation of Kansas, Inc.
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