

JOIN THE CUSTOMER SERVICE ACADEMY



Professional Development Training

**All Training in Santa Maria
March-April Class
Mar 31 - Apr 16, 8:30-4:30 PM**

**ACADEMY SLOTS AVAILABLE FOR
APPLICANTS IN THESE CATEGORIES:**

- CAL WORKS Recipients
- 18-24 Year Old Young Adults
- Unemployed Citizens
- Displaced Workers
- Underemployed Workers

The Academy's curriculum is designed to effectively consolidate the application of state-of-the-art job placement assessments with various modules of customer service, personal goals setting, communication, and interpersonal skills training, job search techniques, professional resume and cover letter creation, personal appearance, interviewing techniques, conflict resolution and building win/win partnerships.

Graduates may even qualify for college credits for previous paid or volunteer work in customer service positions.

OUTLINE of SESSIONS

- Becoming Customer Service Focused
- Digital Resumes and Job Fit Assessments Completed
- Personal Mission & Goal Setting
- Total Awareness Coaching
Client Communications and Customer Delight
- Communication Skills That Work In the Workplace
- Sharpen Your Image from the Inside Out

- Meeting the Customer Service Challenge
- Targeting Employers & Interviewing for Success

- Debunking the Myth of the Natural-Born Sales Person
- Conflict Management in the Workplace
- Building a Win-Win Partnership with Your Boss
- Module 13 Academy Graduation & Local Employers Conduct a Mini Job Fair

Daily guest speakers will include local business leaders from major local employers, temporary employment agencies, banking, hotel & motel, restaurant and retail sales industries.

**CHECK OUT THE CUSTOMER SERVICE ACADEMY AT: WWW.LMI-CEO.COM
CALL THE SANTA MARIA VALLEY CHAMBER OF COMMERCE at 925-2403
Fax Your Request For More Information To 937-8842 or call 934-5956**

YOUR NAME _____ **PHONE** _____

YOUR ELIGIBILITY CATEGORY _____