

# JOIN THE CUSTOMER SERVICE ACADEMY



## Professional Development Training

All Training in Solvang  
February Class  
Feb 3 - 19, 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](http://WWW.LMI-CEO.COM)  
CALL THE BUELLTON CHAMBER (688-7829) or SOLVANG CHAMBER (688-0701)  
Fax Your Request For More Information To 937-8842 or call 934-5956**

**YOUR NAME** \_\_\_\_\_ **PHONE** \_\_\_\_\_

**YOUR ELIGIBILITY CATEGORY** \_\_\_\_\_