



SPRING 2013 at the Paterson Campus New Customer Service Program

FREE* to Employers and their Employees

Enhance Employees' Skills
Increase Chances for Upward Mobility
Improve Job Satisfaction

Customer Service Excellence (four six-hour training sessions)

One of the greatest concerns consumers express is the lack of customer service they encounter in the marketplace. Organizations that excel at customer service are more profitable and retain customers.

The **Customer Service Excellence** program is comprised of **four separate sessions**. In an interactive instructor-led program, participants will acquire tools and develop strategies to provide excellent customer service. They will be engaged in discussions, role play, individual and group activities to reinforce the learning outcomes. Field assignments will be used to apply the topics to their real-world environments. Participants may register for one, two, three or four sessions.

TITLE	CAMPUS LOCATION	DATE
Excellence and Communication Skills	Paterson	Friday, Mar 1 (#NJS-250-CT1)
Diversity	Paterson	Friday, Mar 8 (#NJS-251-CT1)
Managing Difficult Customers, Difficult Situations, and Stress	Paterson	Friday, Mar 15 (#NJS-252-CT1)
Problem Solving, Service Recovery, and Professional Image	Paterson	Friday, Mar 22 (#NJS-253-CT1)

Classes meet from 9:00 am to 4:00 pm with a 30-minute lunch break (six hours of training)

****Participants must be employed at least 20 hours per week; must provide a valid social security number, employer name and employer address; and must be "on the clock" during training. These free courses are offered in cooperation with the New Jersey Business and Industry Association under a grant program funded by the New Jersey Department of Labor and Workforce Development (NJDOLEWD).***

Onsite training for a minimum of ten employees can also be arranged.

Call 973-684-6153 for additional information.

AVAILABLE THIS SPRING AND SUMMER:

FREE COMPUTER TRAINING AT THE PASSAIC AND WANAQUE CAMPUSES

Call (973) 684-6153 for details and registration info.

Though the Customer Service training is free, a \$50 check payable to *Passaic County Community College* will be required as a deposit for each registrant for each course. The uncashed check will be returned to the registrant who attends the class or withdraws no later than seven (7) days in advance. If the registrant fails to attend or fails to withdraw per our policy, the registrant will forfeit the deposit.

Yes, my employees are interested in the Customer Service training offered under the NJDOLWD grant, and I'd like to find out if they are eligible for this FREE program.

My contact information:

Name _____ Title _____

Company _____

Address _____

City and zip code _____

Telephone _____ Email _____

Fax this form to (973) 523-6085

or

Call us with your contact information at (973) 684-6153

Passaic County Community College
Continuing Education
One College Boulevard
Paterson, NJ 07505-1179

*The College reserves the right to cancel or to change dates if necessary.
Attempts will be made to notify students.*