



Customer Service Work Option Program

Participants in the Customer Service Work Option will be involved in lectures, discussions, group activities and projects to learn the Customer Service curriculum.

Some of the topics covered include:

- Introduction to Customer Service
- Behavior and Perceptions
- Communication
- Dealing with Challenging Customers
- Selling Skills
- Diversity
- Attitude
- Teamwork
- Workplace Stress and Time Management.

Participants will engage in practical activities to enhance skills taught in the classroom.

“My experience in my work option (customer service) has been a good one so far. I have learned a lot about communicating effectively and appropriately. I have also learned about different types of customers and how to handle them. I am now finding myself going into businesses and looking at how the people that work there treat the customers. I am also aware of how I treat my customers at my current job.”

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