

Customer Service Preparation

Online Services

FREE ONLINE FACILITATED CUSTOMER SERVICE PREPARATION COURSE



Interactive online course designed for people with little to no experience working on the front line.

CUSTOMER SERVICE PREPARATION INCLUDES:

- What is customer service
- The fundamentals of customer service
- Representing your company positively
- Practice active listening
- Effective communication styles
- Determining customer needs
- Providing quality customer service on the phone
- Building positive customer relationships
- Handling difficult situations and customers
- Problem solving
- Effective response to customer complaints
- Using customer service online

THREE WEEKS OF ONLINE STUDY

- Network with other course participants
- Share ideas and experiences
- Talk to experienced facilitators
- Practice the skills you learn
- Study any time of the day

**A CERTIFICATE OF COMPLETION IS AWARDED
UPON SUCCESSFUL COMPLETION OF AT
LEAST 75% OF THE COURSE**

Services are provided at no cost.


**ALL COURSES AND WORKSHOPS ARE
ACCESSIBLE 24/7 FROM ANY COMPUTER WITH
INTERNET ACCESS**

**ASK QUESTIONS AND DISCUSS EMPLOYMENT
TOPICS WITH OUR EXPERIENCED EMPLOYMENT
FACILITATORS**

**EXPLORE TOPICS ON COSTI'S PASSWORD-
PROTECTED SECURE PLATFORM**

**FOR MORE INFORMATION,
PLEASE VISIT US AT**
www.costi.org/onlineservices

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