



Module 2 Call Center/Telephone Services Program

Classes held at 1790 Shattuck Ave. Berkeley, CA 94709

\$900.00/course plus \$50.00 for booklet,

materials and Certificate of Completion

First Week

1st class- Overview of call center and telephone operations, developing strong communication and interpersonal skills related to telephone services

2nd class- Answering and handling multi-line phone systems and switchboards, understanding phone systems and operating telephones

Second Week

3rd class- Customer interaction and developing a winning phone voice and style

4th class- The phone is your friend training and exercises

Third Week

5th class- Call center and telephone operations videos and role playing

6th class- Computer and data entry skills related to call center operations, multi-tasking in a call center environment exercises and videos

Fourth Week

7th class- Advanced telephone technology systems related to modern call center operations and switchboards, careers in call centers and telephone operations

8th class- Job search skills, resume critique and award of certificate of completion

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