



## **Module 1- Customer Service Program**

**Classes held at 1790 Shattuck Ave. Berkeley, CA 94709**

**\$900.00/course plus \$100.00 for DISC Test, booklet,  
materials and Certificate of Completion**

### **First Week**

**1st class-** Basic general customer/ interpersonal skills, greeting and reception of customers and visitors in a professional setting

**2nd class-** Maintaining a positive attitude and dealing with conflict resolution, understanding perspectives and non-verbal cues of others

### **Second Week**

**3rd class-**Customer interaction and quality customer service techniques, confidentiality and security procedures

**4th class-**Customer service videos, customer service scenarios and role-playing

### **Third Week**

**5th class-** Developing and maintaining relationships, building networks

**6th class-** DISC assessment test review, training session and test

### **Fourth Week**

**7th class-** Class and DISC test review

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

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