



## **Class Syllabus Call Center/Telephone Services**

**Classes held at 1790 Shattuck Avenue, Berkeley, CA 94709**

**For safety of students and staff, classes are held virtually until further notice.**

**\$2,140.00/course inclusive of:  
Materials, Certificate of Completion, and DISC Assessment**

### **Course Job Position focus:**

#### **Customer Service Representatives**

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

#### **Contact Agents and Information Specialists**

Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment. Coordinates schedules for business, maintains appointment calendars. These can be home based call centers.

#### **Police, Fire, and Ambulance Dispatchers**

Operate radio, telephone, or computer equipment at emergency response centers. Receive reports from the public of crimes, disturbances, fires, and medical or police emergencies. Relay information to law enforcement and emergency response personnel. May maintain contact with the caller until responders arrive.

**First Week**

**1st class-** Overview of call center and telephone operations, developing strong communication and interpersonal skills related to telephone services. Answering and handling multi-line phone systems and switchboards, understanding phone systems and operating telephones. Basic general customer/ interpersonal skills, greeting and reception of customers and visitors in a professional setting. Maintaining a positive attitude and dealing with conflict resolution, understanding perspectives and non-verbal cues of others.

**2nd class-** Introduction to computer usage. Basic concepts of using a computer, a preface history, and introduction into Microsoft Office to prepare for call center environment software and computer usage.

**Second Week**

**3rd class -** Customer interaction and developing a winning phone voice and style. Customer interaction and quality customer service techniques, confidentiality and security procedures. Word processor/keyboarding practice. Group review/discussion session.

**4th class-** The phone is your friend training and exercises. Customer service videos, customer service scenarios and role-playing. Word processor/keyboarding practice. Group review/discussion session.

**Third Week**

**5th class-** Call center and telephone operations videos and role playing. Developing and maintaining relationships, building networks. Word processor/keyboarding practice. Group review/discussion session.

**6th class-** DISC assessment test review, training session and test. Computer and data entry skills related to call center operations, multi-tasking in a call center environment exercises and videos. Group review/discussion session.

**Fourth Week**

**7th class-** Class and DISC test review. Advanced telephone technology systems related to modern call center operations and switchboards, careers in call centers and telephone operations. Group review/discussion session.

**8th class-** Job search skills, resume critique and award of certificate of completion. Group review/discussion session.

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