



Customer, Administrative & Business Services Training

Leverage Your Talent to Gain a Competitive Advantage in Today's Workplace

Classes run Monday through Friday from 8:30 a.m. - 4:30 p.m.

This three-week program places strong emphasis on developing soft skills including communication, problem solving, analytical thinking, self-management and teamwork. Trainees will also learn typing technique, business writing, resume enhancement and become proficient in Microsoft Office applications.

Trainees of the course are empowered to take charge of their job search to obtain positions in areas including customer service, call centers, administrative support and financial services.

Completion of this three-week program is a pre-requisite for the Microsoft Office Specialist Certification program.

Hands-on Training

- Customer service excellence
- Call center simulations
- Administrative skills
- Keyboarding proficiency
- Computer applications (Microsoft Word / Excel / Outlook)
- Internet tools and social media etiquette

Prerequisites

- High School Diploma or GED
- 6th grade level on TABE
- Computer Basics
- Internet 101 & Internet Explorer
- Microsoft Word
- Resume Writing
- Interview Skills

Class Begins

- January 16
- February 13
- March 13
- April 10
- May 8
- June 5
- July 10
- August 7
- September 11
- October 9
- October 30

Class Ends

- February 3
- March 3
- March 31
- April 28
- May 26
- June 23
- July 28
- August 25
- September 22
- October 27
- November 17



Goodwill Opportunity Campus
5301 Wilkinson Boulevard, Charlotte, NC 28208
704.372.3434 • goodwillsp.org

Changing Lives Through the Power of Work!