



# Banking and Customer Service Training

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

Classes run Monday through Friday from 8:30 a.m. - 2:00 p.m. This seven-week program involves training students in competitive skills such as keyboarding, sales and customer service, social media etiquette, administration, bank operations and teller services. Trainees will also become proficient with Microsoft Office applications like Word, Excel, Outlook and PowerPoint.

Trainees are empowered to take charge of their job search with building networking and career search strategies, undergoing mock interviews with industry professionals, and participating in professional development workshops and résumé preparation. Trainees also have opportunities to improve their presentation skills and take part in training presentations from America Banks and Achieve Global.

### PROGRAM BENEFITS

- Nationally recognized WorkKeys Career Readiness certificate
- Site visits and guest speakers
- Job placement assistance

### HANDS-ON TRAINING

- Customer service excellence
- Call center simulations
- Bank operations
- Administrative skills
- Keyboarding skills
- Computer applications (Microsoft Word / Excel / PowerPoint / Outlook)
- Internet tools and Social media etiquette
- Solution selling

### EMPLOYMENT STRENGTHENING WORKSHOPS

- Résumé development
- Professionalism development
- Interviewing techniques
- Presentation skills
- Networking and career search strategies

For more information, please call the Goodwill Job Connection at 704.372.3434

2122 Freedom Drive  
Charlotte, NC 28208  
704.372.3434 • [goodwillsp.org](http://goodwillsp.org)

**Goodwill**   
Industries of the Southern Piedmont

*Changing Lives Through the Power of Work!*