



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.

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

July 10
August 7
September 11
October 9
October 30

Class Ends

July 28
August 25
September 22
October 27
November 17



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Changing Lives Through the Power of Work!