



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. - 12:30 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, resume enhancement and increase proficiency 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.

Course Highlights

- Customer service excellence
- Presentation skills
- Administrative skills
- Keyboarding proficiency
- Effective communication
- Interview skills
- Resume writing

Prerequisites

- High School Diploma or GED
- Microsoft Word Basic
- Interview Skills: Craft Your Elevator Pitch
- Resume Writing

Class Begins

- Mon., Jan. 7
- Mon., Feb. 4
- Mon., Mar. 4
- Mon., Apr. 1
- Mon., May 6
- Mon., June 3
- Mon., July 8
- Mon., Aug. 5
- Mon., Sept. 9
- Mon., Oct. 7
- Mon., Nov. 4

Class Ends

- Fri., Jan. 25
- Fri., Feb. 22
- Fri., March 22
- Fri., Apr. 19
- Fri., May 24
- Fri., June 21
- Fri., July 26
- Fri., Aug. 23
- Fri., Sept. 27
- Fri., Oct. 25
- Fri., Nov. 22



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Changing Lives Through the Power of Work!