



# CUSTOMER SERVICE CERTIFICATION

SAISD Adult & Community Ed is a Ready to Work Provider

**\$16.00 - \$18.00 PER HOUR**

**FAST TRACK YOUR WAY TO A SECURE JOB IN THIS 4 WEEK CLASS**

**SPACE LIMITED SO PRE-REGISTER NOW AT**

**[www.saisd.net/ace](http://www.saisd.net/ace) or call 210-554-2453**

## CLASS DATES:

February 12, 2024 TO  
March 8, 2024

## LOCATION & TIME:





In-person  
Mondays - Thursdays  
9:00AM – 2:00 PM  
4 Weeks

*The U.S. Department of Labor Outlook: Employment of Customer Service Representatives is expected to grow 10 percent each year until 2024, faster than the average for all occupations.*

## CUSTOMER SERVICE CERTIFICATION

This specially designed Employment Skills course covers all areas of Customer Service. Students will develop skills to interface directly with customers as a company representative in identifying needs, providing appropriate service, and resolving concerns. Upon completing this course and passing the ETA International Customer Service exam, you will obtain a Customer Service certification making you eligible for entry-level Customer Service jobs in a variety of industry and/or business environments.

The skills you will learn include the following:

-  **Customer Service Concepts and Terminology**
-  **Employability Skills**
-  **Basic Computer Skills**
-  **Contextualized Academic Skills**

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