



CAREER TECHNICAL EDUCATION PROGRAMS 2021

SERVICE INDUSTRY FUNDAMENTALS & ADVANCED SKILLS

Description: **(Programs are offered at NO COST to clients)**

- Teaches participants best practices to help with onboarding new jobs successfully
- Understanding different communication styles & how they interact by completing DiSC assessment
- How to give and ask for constructive feedback in a way that is helpful and not critical
- Understanding the benefits of excellent customer service & how to handle situations where the customer is not satisfied
- Time management best practices to help manage one's priorities, or priorities of the workplace

Eligibility Requirements:

- Must be 18 years old and over
- Fluent in the English language
- Access to a computer with internet, webcam, microphone, speakers, and a printer (assistance available if needed)
- High School Diploma / GED
- Familiar & comfortable using Zoom

Course Objectives:

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| ★ Onboarding into a New Job | ★ Understanding Different Communication Styles | ★ Giving & Receiving Feedback | ★ Customer Service Skills, Time Management |
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Course Information:

Length: 1 week, 5 sessions Location: Online
Days & Times: M,W,F: 9:00 am - 11:00 am AND Tu, Th: 9:00 am - 2:00 pm

Session Information:

Session 1 Start: 8/23/2021 End: 8/27/2021 Deadline to apply: 8/3/2021

How to Register:

Contact Amy Gamoney at amyg@goodwillsv.org to reserve your spot ASAP.
[Flyer Link](#)