

Service Industry Fundamentals & Advanced Skills

NOW ACCEPTING REFERRALS!

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Session Dates

All classes are daytime virtual classes. They range from 2-5 hours in length.

Session 1: August 23rd – 27th

Monday, 8/23 9am – 11am

Tuesday, 8/24 9am – 2pm

Wednesday, 8/25 9am – 11am

Thursday, 8/26 9am – 2pm

Friday, 8/27 9am – 11am

Eligibility Requirements:

- Must be 18 years or over
- High School Diploma / GED
- Fluent in English Language

Additional Information:

Classes will be held on Zoom.

Assistance available for those who need help with setup.

Session Topics

• **Successful Onboarding**

Want to make a great impression? Learn to build trust quickly? Develop a goal that is aligned with your supervisor's? Ask the right questions? We've got you covered. You will learn the best practices to help you onboard successfully.

• **Communication Styles (DiSC)**

You will complete (and keep) a communication profile to help you understand your own style and the impact that you have on others. You will learn how to adapt and enhance your communication style with team members and leaders in your job, including learning to deal with difficult situations.

• **Feedback: How to Give it, How to Receive It**

Does the thought of giving or receiving feedback make you nervous? We've got a method to be able to ask for and give feedback in a way that is helpful (and not critical).

• **Customer Service Skills**

We all have customers, whether they are buying something from us, or are team members in another department. In this module, you will learn the benefits of excellent customer service. Even when a customer complains, you can turn around the situation so the angry customer leaves satisfied. Learn the best practices to be consistently provide excellent customer service with rave reviews.

• **Time Management**

We will end this series with some Time Management best practices to help you manage your (and your manager's) priorities!

• **Optional Individual Coaching**

Participants in this series may choose up to 4, 1 hour complimentary and confidential coaching sessions.