



**Classes can be customized to companies specific needs. Training can occur on**

“The instructors at MCCTC worked with the students with an understanding of their needs. The quality of advice they provided gave a realist approach to employment and personnel issues that may be encountered as Human Resource Professionals.”

**Beth Reiner, Dearing Pump Co**

*“The classes were a perfect blend of curriculum, and many instructors years of experience.”*

**Carol Givens, LifeSkills**

*“I love the teaching style of my instructor. Fun informative class. Good group discussions.”* **Brenda Ritz**

Check out our other certificates in :

**Supervisory/ Leadership**

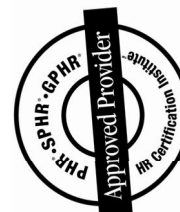
Modern Marketing Solutions

**Human Resources**

**Advanced Human Resources**

**Mahoning County Career Center**

**Adult Workforce Development**  
7300 North Palmyra Road  
Canfield, Ohio 44406



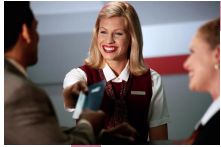
**Mahoning County Career Center**  
**Workforce Development Training**



**Customer Focused  
Management  
Certificate**

**7300 N Palmyra Rd**  
**Canfield, OH 44406**

**330-729-4100**  
**www.mahoningctc.com**  
**Rebecca.Harris@MahoningCTC.com**



## Customer Focused Management Certificate

As our country makes the shift from an industrial nation to one that's service-driven, almost everyone can enhance their current customer service skills regardless of industry. Customers are the life-blood of every company and without them a company simply cannot survive.

Do you know who your customers are? Do you know what makes them tick AND what ticks them off? This Customer Focused Management Certificate will show potential employers" and" customers alike that you care enough to know more about them and how to service them correctly, with etiquette, and how to deal with those we'd consider "tough".

The Customer Focused Management certificate incorporates 7 courses listed to receive the Customer Focused Management certificate at a total cost of **\$195.00**.

Total Hours-24

**Evening Session:** Meet once per week on Tuesday.

Start Date: October 19, 2010

End Date: December 14, 2010

Time: 6:00 p.m.— 9:00 p.m.

### Class Topics

- **Aligning your Organization to Meet Customer Demands**
- **Building a Critical Foundation for Customer Service**
- **Building a Partnership with your Customer**
- **Customer Focused Business Writing**
- **Customer Focused Communication Strategies**
- **Managing & Monitoring Customer Relationships**
- **Meeting Demands & Overcoming Relationship Challenges**
- **Phone Based Customer Serviced**



### Hear what our students are saying:

*"MCCTC is a great place for you to update your training in your field. The classes & instructors are excellent, and classes are certified! And with their flexible schedule it 's easy to do. "*

**Michelle Moorhead, Ohio Edison/Penn Power Credit Union**

*"It's a great opportunity for good training close to home.*

**Ruth King, CTM Labeling Systems**

*"I found the availability / topics regarding classes to be generous & updated with the most current research-basically a lot to choose from to meet my particular needs. The environment & overall atmosphere was welcoming & genuine. I would return back to MCCTC for further education. "*

**Robert McBride, Homes for Kids**

*"I enjoyed my Human Resources classes and was able to apply the information I learned in my current job."* **Monica Pawlen, Austintown Schools**

*"The variety of Human Resource topics covered by the instructors bringing years of hands on experience to the classroom provide a foundation on which you can build or enrich a career."* **Annette Grahovac, Austintown Schools**

*"As soon as I completed the HR certificate program, I got a job as an HR director.*

**Frank Hunt, M&M Manufacturing**

*"I would recommend that anyone in the field of HR/Business Management / Communications / Public Relations consider enrolling in an upcoming course. They examine self-awareness; Personally , I gained a great deal!"*

**Michelle Chevront, V& M Star**