



Classes can be customized to companies specific needs. Training can occur on company site or our site.

Check out our other certificates in :

Supervisory/ Leadership

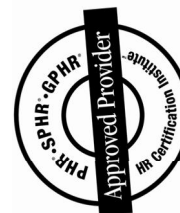
Modern Marketing Solutions

Human Resources

Advanced Human Resources

Mahoning County Career Center

Adult Workforce Development
7300 North Palmyra Road
Canfield, Ohio 44406



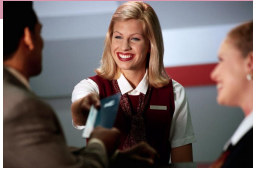
**Mahoning County Career Center
Workforce Development Training**



*Service Industry
Professional
Certificate*

*7300 N Palmyra Rd
Canfield, OH 44406*

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



Service Industry Professional Certificate

Customer skills can increase your value to your company. The need for leading, promoting and enhancing a customer focused culture is essential. These workshops will help customer service within.

The Service Industry Professional certificate incorporates 7 courses listed to receive the Service Industry Professional certificate at a total cost of **\$195.00**.

Total Hours-21

Evening Session: Meet once per week on Monday.

Start Date: March 15, 2010

End Date: May 3, 2010

Time: 6:00 p.m.— 9:00 p.m.

Class Topics

- **Business Writing that Works**
- **Communication Strategies**
- **Conflict Resolution Strategies**
- **Critical Elements of Customer Service**
- **Customer Relationship Management**
- **Managing Customer Service**
- **Telemarketing / Call Center**



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

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

Carol Givens, LifeSkills