JEWISH VOCATIONAL SERVICE

Customer Service Training Program
Information Packet

September 2022
JVS Customer Service Training Overview

Outcomes

The Customer Service Training teaches the essential skills and responsibilities of a customer service associate and how to get a job in customer service. Participants will have the opportunity to build their customer service skills by using the JVS CVS Regional Learning Center. In this model environment, participants will learn how to handle customer complaints, money handling and operating a cash register, how to process credit card payments, and more.

Criteria to Participate

The ideal candidate for this program meets the following criteria:

- Available to attend all classes:
  - Class Schedule: Tuesday, September 13th – Thursday, October 13th
  - Class Times: 10am-1pm
  - Class Location: 75 Federal Street, Boston MA
- Wants to work in a customer service position after finishing the program (and willing to frequently meet with their coach after the training to find a job in a related industry)
- Available to work on weekends and has a flexible schedule
- Is an English Language Learner able to communicate in English (intermediate level)
- Can legally work in the U.S.

Application Process

| Step 1 | JVS Customer Service Intake Form  
(If not already a JVS client) | Deadline: September 2nd |
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<tr>
<td>Step 2</td>
<td>Customer Service Training Assessment</td>
<td>Deadline: September 2nd</td>
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<td>Step 3</td>
<td>Schedule an Interview</td>
<td>If selected, JVS will contact you to schedule an interview. Bring documentation to show work eligibility.</td>
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All applicants will be informed by Wednesday, September 7th, 2022, whether they have been accepted to the training and must decide by Friday, September 9th, 2022 if they would like to accept enrollment.
JVS Customer Service Training Program Overview

Classroom Training

The program will be 5 weeks of online classroom instruction which will consist of an introduction to customer service jobs, communicating with customers, handling customer complaints, counting money and money handling, operating a cash register, being a cashier, and interviewing for customer service jobs.

Attendance Policy

Participant Expectations:

- Attend all classes, workshops, mock interviews and career coach meetings
- Arrive on time for all classes and appointments
- If unable to arrive on time or attend class, notify instructor 24 hours in advance
- Participate in class; complete tasks and homework
- Work with career coach closely after training to find employment
- Apply to position within the customer service industry

You are expected to be at all appointments on time every day that they are scheduled.

This includes:

- Customer Service training classes
- Customer Service Workshops
- JVS guest presenter workshops
- Employer guest presentations
- Employer mock interviews
- Meetings with your Career Coaches
- Job Interviews

If you do not follow this procedure, you will be removed from the program.
# JVS Customer Service Training Program Calendar

## September 2022

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- **13**: First Day of Class at JVS 10am-1pm
- **19**: Class at JVS 10am-1pm
- **26**: NO CLASS JVS CLOSED (Rosh Hashanah)
- **29**: Class at JVS 10am-1pm

## October 2022

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- **11**: Class at JVS 10am-1pm
- **12**: Graduation At JVS!