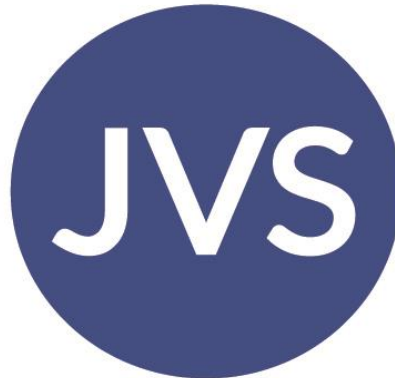




SKILLS . JOBS . CAREERS

JEWISH VOCATIONAL SERVICE



SKILLS . JOBS . CAREERS

Customer Service Training Information Packet

January 2023



JEWISH VOCATIONAL SERVICE 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, January 24th – Thursday, February 23rd
 - Class Times: 10 am-1 pm
 - 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: January 16th
Step 2	Customer Service Training Assessment	Deadline: January 16th
Step 3	Schedule an Interview	If selected, JVS will contact you to schedule an interview. Bring documentation to show work eligibility.

All applicants will be informed by Wednesday, January 18th, 2022, whether they have been accepted to the training and must decide by Friday, January 20th, 2022, if they would like to accept enrollment.



JEWISH VOCATIONAL SERVICE

Customer Service Training Overview

Classroom Training

The program will be 5 weeks of in-person 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

Attendance Policy

- You are expected to be at all appointments **on time** every day that they are scheduled. This includes:
 - a. Customer Service training classes
 - b. Customer Service Workshops
 - c. JVS guest presenter workshops
 - d. Employer guest presentations
 - e. Employer mock interviews
 - f. Meetings with your Career Coaches
 - g. Job Interviews

If you do not follow this procedure, you will be removed from the program.



Customer Service Training Calendar

January 2023				
Mon	Tues	Wed	Thurs	Fri
16	17	18	19	20
23	24 First Day of Class at JVS 10am-1pm	25 Class at JVS 10am-1pm	26 Class at JVS 10am-1pm	27
30	31 Class at JVS 10am-1pm			

February 2023				
Mon	Tues	Wed	Thurs	Fri
		1 Class at JVS 10am-1pm	2 Class at JVS 10am-1pm	3
6	7 Class at JVS 10am-1pm	8 Class at JVS 10am-1pm	9 Class at JVS 10am-1pm	10
13	14 Class at JVS 10am-1pm	15 Class at JVS 10am-1pm	16 Class at JVS 10am-1pm	17
20	21 Class at JVS 10am-1pm	22 Class at JVS 10am-1pm	23 Graduation At JVS!	24