

Northeastern Technical College's Division of Continuing Education Presents:

# Call Center Customer Service Training



**Class Starts:** Call for dates  
**Class Meets:** Monday – Friday, 8:00am – 3pm  
**5 weeks**  
**NETC Cheraw or NETC Dillon**  
**Cost:** \$995

Students will receive skills instruction in areas including computer proficiency, business etiquette, customer service, time management and team work for entry level careers in customer service call centers.

The program includes 150 training hours in topics including: introduction to computer and the internet, keyboarding, data entry skills, Microsoft Office, telephone etiquette, diction, product and/or business knowledge, dress, writing, active listening, handling angry and/or emotional customers, dealing with stress and much more.

*For more information  
call NETC at 921-6924  
or 921-6920*

