



Certificate in Customer Service

Kent State Trumbull is offering an online certificate program focusing on customer service for anyone who works to retain customers, serves clientele/customers, or turns inquiries into sales. Regardless of the industry you work in, this course will help you develop superior customer service skills, improve your productivity, and increase your company's success!

Students may participate in one or both of the online classes below, however completion of both classes is required to earn the Certificate of Customer Service from Kent State Trumbull. Classes will be conducted online.

◆ **Keys to Customer Service: *September 6—30, 2016***

\$145 / person

Learning to build your customer service skills will have a powerful impact on your career success as well as success in other areas of your life. Through this course, you will discover the direct relationship between service skills and career achievement. You will become skilled at being an exceptional service provider. You can help your organization and your career by translating your good service intentions into a workable plan and gain knowledge of ways to consistently deliver great service. The payoff is enormous.

◆ **Extraordinary Customer Service: *October 3—28, 2016***

\$145 / person

Transform your customer service into something extraordinary. As a result, more repeat business will improve your bottom line. Customer service separates you from your competition. Extraordinary customer service comes from focusing on the few essential elements that yield big results. Discover how easy it is to tweak your customer service from the ordinary to the extraordinary. You'll take away a customer service plan that will help you focus on the key elements that will get you started on your path-way to success .

Register for both classes for only \$245!!

***For additional information or to register, please call (330) 675-8809 or
email madkin12@kent.edu***

Registration is due one week prior to class start date.



Certificate in Customer Service

Students may participate in one or both of the classes below, however completion of both classes is required to earn the Certificate of Customer Service from Kent State Trumbull. The Certificate of Customer Service includes 32 hours of training held over 2 months. All classes will be conducted online.

- **Keys to Customer Service: *September 6—30, 2016* (\$145 / person)**
- **Extraordinary Customer Service: *October 3—28, 2016* (\$145 / person)**

HOW IT WORKS:

- Receive a welcome email containing the web address, your log-in (email address), and password to gain access to the online classroom
- Participate any time (course available 7 days/week, 24 hrs/day). No real-time requirements
- Recommended to log-in to course 2-3 times per week
- For each unit:
 - Access the online readings
 - Listen to audio presentations for the unit, view slides
 - Take self-quiz (80% pass rate)
 - Engage in written online discussion with instructor & peers
- Recommended that you comment 2-3 times daily; required that you comment at least weekly
- Work as fast or as slow as you need, as long as you complete all requirements before the course ends
- Receive a Certificate of Completion via pdf upon completion of class(es)

Register for both classes for only \$245!! (*savings of \$45*)

1. Submit student name & email address to Michelle Adkins at madkin12@kent.edu
2. Registration is due **one week prior to class start date!**
3. Kent State Trumbull will provide invoice for corporate payment

To receive discount for both classes, registration for both classes must occur at the same time.

Full refunds will be given if withdrawal notification is provided one week prior to class start date.