

**LIKE TO WORK AT A CALL CENTER?  
HOW TO GET THE JOB. HOW TO KEEP IT.**

**OBJECTIVE:**

To familiarise the attendees about the call centers procedures and give some insider information about the working of a call center.

**DESCRIPTION:**

This half day workshop is designed for those who are interested in entering the world of call centers. It covers different aspects of this profession and introduces the attendees to terminologies often used in call centers. This workshop also encompasses a good insight into the nature of customer service and how to be an effective Customer Service Representative (CSR).

**WHO SHOULD ATTEND:**

Anyone who is interested in a knowing the workings and protocols of a Call Center, Call Center terminologies and aspiring to prepare themselves for a Call Center related Career.

**WORKSHOP OUTLINES:**

**Introductions and Ice Breaker**

**Types of Call Centers:**

- Inbound
- Outbound
- Service orientated/trouble shooting
- Selling products

**Call Center Management Terminology:**

- Quality monitoring
- Call waiting
- After call work time
- Scheduling/shifts
- Time keeping

## **Customer Service Essentials**

Give customers a positive impression of yourself and your organization

Deliver reliable customer service

Develop customer relationship

Resolve customer service problems

Support customer service improvements

## **Coffee Break**

### **Ideal CSR (exercise)**

Attitude

Aptitude

How to deal with a difficult customers on the phone - this will involve role plays.

### **Applying for a Call Center CSR job**

What are employers looking for

Flexibility

Team players

Achievements

Dealing with customers

Language skills

### **Developing Ideal Resumes for Winning That Job!**

Resume format

Writing a Cover Letter

**COURSE MATERIAL:**

At the end of the course, the students will take with them a copy of the course handouts as well as the first draft of an ideal resume and cover letter.

Upon successful completion of this course the students will be presented with a certificate of completion.

**WORKSHOP LEADER:**

Ms. Selin Jenkins has 15 years of experience in employee development and recruitment training. She brings relevant industrial related expertise with her work experience starting from large multi-national corporations to small and medium sized business enterprises, covering the fields of Engineering, Pharmaceutical, Customer Service and Further Education Training. Her training courses are much customised to fit specific training needs, and will put “theory into practice” based on case studies & role plays. She is a Chartered Member of the Institute of Personnel and Development and has a Masters Degree in Human Resources Management. Her other accomplishments include implementing multi-million dollar HR systems project in a global company, working across Europe and North America.

**LOCATION AND DATES:**

Because of the popularity of this workshop and for the convenience of our attendees, 4 sessions of this workshop is offered within the Greater Toronto Area. Please use the appropriate Course Code when registering.

Tuesday, February 23, 2010	6:00 p.m. to 9:00 p.m.	Mississauga;	Course Code: CGJB001
Saturday February 27, 2010	9:00 a.m. to 12:00 p.m.	Brampton;	Course Code: CGJB003
Wednesday, March 3, 2010	6:00 p.m. to 9:00 p.m.	Pickering;	Course Code: CGJC005
Saturday, March 6, 2010	9:00 a.m. to 12:00 p.m.	Scarborough;	Course Code: CGJC007

Actual venue will notified to the attendees at least three days in advance of the workshop date.

**OTHER:**

This workshop has only a limited number of seats for each session. Please register early to avoid any disappointment.

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Note: Skills2Succeed reserves the right to cancel a course, workshop or seminar, or change the location of the course, workshop or seminar at any time at its discretion, without any liability to the attendees exceeding the fees collected.