



Welcome



The Merced College Customer Service Academy is excited to offer you professional development training. Our cutting edge training is designed to empower you with the skills needed to effectively work with customers and co-workers. Thousands of employees have participated in this NATIONAL AWARD WINNING PROGRAM. Classes are starting soon. Don't miss out on this great opportunity. Step up to the challenge of a better way of working and step into a Customer Service Academy class TODAY!



**Merced College
Workplace Learning
Resource Center
630 W. 19th St.
Merced, CA 95340**



*Merced College in partnership with the
Atwater Chamber of Commerce presents the*

**CUSTOMER SERVICE ACADEMY
- 2010 SCHEDULE OF CLASSES -**

Take all 10 Courses and earn a Merced College Certificate of Completion or pick & choose the ones most suited for you!

Communication in the Workplace February 4 & 11

Customer Service March 4 & 11

Team Building April 1 & 8

Attitude in the Workplace May 6 & 13

Values & Ethics June 3 & 10

Stress Management July 1 & 8

Time Management August 5 & 12

Conflict Management September 2 & 9

Decision Making & Problem Solving October 7 & 14

Managing Organizational Change November 4 & 11

- Each Course earns ½ unit of college credit & is just \$13
- Courses are taught over two 4-hour sessions, 8:30 am - 12:30 pm
- Courses are held at the Atwater Community Center, 760 E. Bellevue, Atwater

“The Customer Service Academy sessions are interactive, energetic, relevant and fun. Our employees consistently demonstrate improved customer service by applying the knowledge and strategies they learn. This program is a key reason that customer satisfaction has improved in our organization!”

*- Marcee Samberg, RN, MSN, Director of Service Excellence
Mercy Medical Center Merced*



**Please call 209.386.6732
to guarantee your space.**

Onsite registration is available first day of class.

MERCED COLLEGE

WORKPLACE LEARNING RESOURCE CENTER

630 W. 19TH ST., MERCED, CA 95340

WWW.CUSTOMERSERVICEACADEMY.ORG

