



# Welcome



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



*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 in partnership with the Merced 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** January 21 & 28

**Customer Service** February 18 & 25

**Team Building** March 18 & 25

**Attitude in the Workplace** April 22 & 29

**Values & Ethics** May 20 & 27

**Stress Management** June 17 & 24

**Time Management** July 22 & 29

**Conflict Management** August 19 & 26

**Decision Making & Problem Solving** September 23 & 30

**Managing Organizational Change** October 21 & 28

- Each Course earns 1/2 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 Merced College Business Resource Center, 630 West 19th Street, Merced

*"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.*



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**WWW.CUSTOMERSERVICEACADEMY.ORG**