

CUSTOMER SERVICE PROFESSIONAL CERTIFICATE REVIEW AND EXAM

Students who successfully completed the four customer service classes will qualify to sit for the review class and exam. AN exam score of 70 or higher will earn the Customer Service Professional Certification.



COURSE OUTLINE

Key elements of each class will be covered to prepare for the exam:

- Customer Service 100: Managing Customer Accounts
- Customer Service 101: Delivering Exceptional Customer Service
- Customer Service 102: Preparing for Success
- Customer Service 201: Critical Thinking on Your Feet

Exam

- A passing grade of 70 or higher to receive the certificate.

CANCELLATION POLICY

If a course is cancelled by ElectriCities, all registrants will be notified with a full registration fee refund. **Participant Cancellation and No Shows:** A non-refundable registration fee will be charged for cancellations after the **registration deadline of October 27, 2021.**

COURSE DATES

November 10, 2021

Registration deadline October 27, 2021

PRICE

Members: \$179

Associate Members: \$209

Non-Members: \$249

Class size is limited to 18.

TIMES

Sign in: 9:00 a.m.– 9:30 a.m.

Class: 9:30 a.m.– 11:30 a.m.

Lunch: 11:30 a.m. – 12:00 p.m.

Exam Time: 12:00 p.m. – 1:30 p.m.