

# Customer Service



## Customer Service

### CLASS TIMES:

#### Venice Skills Center

MTWThF

8:30 am-10:30 am

10:45 am-12:45 pm

#### Emerson Campus

MTWTh

8:30 am-11:00 am

6:15 pm-8:45 pm

#### Venice HS Campus

MTWTh

6:15 pm-9:00 pm

### COURSE FEE:

\$90

Free for High School Students

### LOCATIONS:

#### Venice Skills Center

611 5th Avenue

Venice, CA 90291

310-664-5888

#### Emerson Campus

8810 Emerson Ave, LA 90045

310-248-2021

#### Venice HS Campus

13000 Venice Blvd, LA 90066

310-577-4230



VENICE SKILLS CENTER

VeniceSkills.org

**T**his competency-based course provides students with project-based learning experiences in customer care for a variety of industry and/or business environments. Technical instruction includes an orientation, workplace safety policies and procedures, business math, employability skills, and work styles. Emphasis is placed on communication and critical thinking skills, fundamental

customer service strategies, cross-selling and upselling strategies, techniques on how to handle irate customers, and strategies required to sustain employment.

*90 Hours*

*The competencies in this course are aligned with the California High School Academic Content Standards and the California Career Technical Education Model Curriculum Standards.*

### U.S. Department of Labor Job Outlook:

*Employment of customer service representatives is projected to grow 10 percent from 2014 to 2024, faster than the average for all occupations.*



Los Angeles Unified School District / Division of Adult and Career Education. All educational and vocational opportunities are available without regard to race, color, national origin, sex or disability. A lack of English language skills will not be a barrier to admission and participation in educational and vocational programs. Classes failing to meet the minimum class size will be closed according to Division policy