

# Customer Service Training Frequently Asked Questions

## Program Highlights:

- Graduates hired by AT&T, Comcast, U.S. Census and more!
- **73% placement rate** for graduates who used our placement services!
- Wages up to **\$16/hour**
- Past **guest speakers** from Comcast, Hilton, HealthPartners and more!
- \$800 tuition fee for 3-week course



## What topics are covered in the training?

Customer Service Basics	Telephone Etiquette	MS Word & Excel
Customer Analysis & Relationships	Communication	Professional & Job Search Skills

## When and where is the training?

**Location:** Lifetrack Resources, 709 University Ave. W., St. Paul, MN

**Duration:** 3 weeks, M-F, 9:00 AM to 1:00 PM

## What are the requirements for participation? Trainee must:

- ✓ Be committed to attending the training **every** day
- ✓ Have no felony convictions within last 7 years
- ✓ Have H.S. Diploma or G.E.D. and at least 6 months of customer service experience
- ✓ Have basic MS Office skills and be ready for intermediate computer training
- ✓ Read, write, and communicate well in English

## Will trainees receive any certification or follow-up services?

- Yes, when the training begins, the Trainer will email daily attendance, test scores, and case notes to referring job counselors.
- Trainees can earn a Certificate of Completion and also a Certificate of Competency!
- **Job placement services available for 6 months!**

## What is included in the cost of the training?

The cost of the training is \$800 and includes the training and placement assistance (bi-weekly Job Lead Share meetings with job leads, resume assistance, etc). Of the \$800, \$700 is for tuition and \$100 is a non-refundable intake and deposit fee. **Please mark payment ATTN: Laura S.**

## What is the cancellation/refund policy?

If written cancellation occurs six days or more before the class start date, \$700 will be refunded. If cancellation occurs within five days of the start of class, we can refund \$450. If the cancellation occurs once the trainee has started the training, no refund will be offered.

If during the phone intake, the Trainer decides the trainee's skill level is not an appropriate fit for the training, we will refund the \$800 tuition if it is more than a week prior to the start of class. For this reason, please make sure to review the requirements on the referral form and talk to the Trainer if you are unsure.

## Who can I contact to get the REFERRAL FORM or with questions?

Laura Schwartz, Trainer, 651-265-2365, [LauraS@LifetrackResources.org](mailto:LauraS@LifetrackResources.org)

Please send referral form **electronically**.

