



# CUSTOMER SERVICE CERTIFICATION

In partnership with Commencement Center

**\$16.00 - \$18.00 PER HOUR**

**FAST TRACK YOUR WAY TO A SECURE JOB IN THIS 3 WEEK TRAINING!**

**SPACE LIMITED SO PRE-REGISTER NOW AT**

**www.saisd.net/ace or call 210-554-2453**

**TRAINING DATES**  
JANUARY 2024

**TIME**  
9:00 AM - 2:30 PM

**DAYS**  
MONDAY - FRIDAY

**TRAINING LOCATION**  
Commencement Career Center  
368 New Laredo Hwy  
San Antonio, Texas 78211





**THREE WEEK TRAINING**

*The U.S. Department of Labor Outlook: Employment of Customer Service Representatives is expected to grow 10 percent each year until 2024, faster than the average for all occupations.*

## CUSTOMER SERVICE CERTIFICATION

This specially designed Employment Skills course covers all areas of Customer Service. Students will develop skills to interface directly with customers as a company representative in identifying needs, providing appropriate service, and resolving concerns. Upon completing this course and passing the ETA International Customer Service exam, you will obtain a Customer Service certification making you eligible for entry-level Customer Service jobs in a variety of industry and/or business environments.

The skills you will learn include the following:

-  **Customer Service Concepts and Terminology**
-  **Employability Skills**
-  **Basic Computer Skills**
-  **Contextualized Academic Skills**

1313 GUADALUPE ST., STE 205, SAN ANTONIO, TX 78207



ADULT&COMMED@SAISD.NET TEL 210.554.2450

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