

Hector B. Basora
SUNY ATTAIN Lab
 at
CUNY IN THE HEIGHTS
DIVISION OF CONTINUING EDUCATION & WORKFORCE DEVELOPMENT
 212-567-7132



State University of New York

5030 Broadway, Room 102
 btw 213th & 214th Street
 New York, NY 10034
212.569.1002
 www.hbb.sunyec.org
 evelyn.marte@attain.suny.edu

CUSTOMER SERVICE REPRESENTATIVE

Hector B. Basora SUNY Attain Lab



Cost-Free
 Industry-Standard
 Technology
 Certifications



**Get your foot in the door of a high paying industry.
 Start a career in Customer Service!!**

Learn essential skills that will prepare you to be successful in every industry.

TRAINING
 EDUCATION KNOWLEDGE GOAL SKILLS PERSONAL COMPETENCIES IMPROVEMENT SOFTWARE SCHOOL FEEDBACK CUSTOMER SERVICE PERFORMANCE RESULT TEACHING QUALIFICATION DEVELOPMENT

All courses and certifications are **AT NO COST** to participant and are offered through self-paced instruction.

Entry-Level Course	Supporting Courses
Customer Service Working with People	Office Skills Work Place Reading

Certificates of Completion are received at the end of each course

LAB HOURS	REGISTRATION
MONDAY	CLOSED Every Wednesday
TUES, THURS, FRIDAY	Session 1 1pm-2pm
WEDNESDAY	Session 2 5pm-6pm
SATURDAY	9am-2pm

Lab hours are subject to change.

