



(209) 381-6470

News from Merced College

3600 M Street

Merced, CA 95348-2898

FOR IMMEDIATE RELEASE
June 24, 2015

Contact: Robin Shepard
209.381.6470

LEARN TIME MANAGEMENT SKILLS IN MERCED COLLEGE'S CUSTOMER SERVICE ACADEMY

Merced College's award-winning Customer Service Academy is a modularized training program for all employees who need to improve their soft skills in the workplace. Each course is only \$23 and earns ½ unit of college credit. After advancing through a total of 10 courses, students will earn a certificate of achievement and will hone skills in such areas as: Communication, Customer Service, Team Building, Attitude, Values and Ethics, and Stress Management.

Partnering with area Chambers of Commerce, the courses are taught on the Merced College campus, local businesses, as well as local Chambers of Commerce office.

The next scheduled course in the Customer Service Academy is Time Management, which will be offered on two consecutive Thursdays, July 23 & 30. Two tracks are scheduled, from 8 a.m. to 12:15 p.m., and from 1 to 5:15 p.m. The Time Management course will be held at Merced College's Business Resource Center, 630 W. 19th Street in downtown Merced.

The workplace demands efficiency and productivity, and the way employees manage their time has an impact on a company's ability to get things done. That's why the Customer Service Academy's Time Management course is so valuable.

Customer Service Academy classes are dynamic, energizing, useful, and appropriate for all levels of employees. The program is designed to equip

organizations with the professional customer service skills that are needed to succeed with both internal and external customers.

For more information please contact the Merced College Workplace Learning Resource Center office at 209-386-6733 or visit our website at www.mercedworkplacecenter.com

CSA July 2015

FOLLOW MERCED COLLEGE ON FACEBOOK AND TWITTER. AND NOW, YOU CAN LISTEN TO OUR PODCASTS AT www.mcpod.podbean.com.