

CUSTOMER SERVICE

CAREER ACCELERATION PROGRAM (CAP)

Interested in entering the broad and interesting world of customer service? An exciting fast-track opportunity is starting soon.

LEARN, THEN EARN. The Customer Service Career Acceleration Program (CAP) offers a unique blend of soft and hard skills training that will prepare you to succeed. No prior experience is required. Upon completing the CAP, graduates will work with staff that has valuable industry knowledge to help find opportunities where you can put your CAP training to work.



Enrollment is in Progress!

Dates: May 6, 2024 through June 6, 2024 (5-week program)

Daily Hours: M-TH, 9AM - 12PM class session plus 3-hr. commitment to study or work independently on assignments outside of class

Eligibility: Basic computer skills recommended. If under age 18, must have a parent/guardian's approval. WIOA registration required to receive supportive services.

Sign up for engaging learning sessions that will cover customer service-specific information, industry entry points and skillsets, and a wide range of foundational employability aptitudes including professionalism, problem-solving, self-management, conflict resolution, and much more.

- Instructor-led virtual learning
- Self-directed learning
- Virtual group activities
- Q & A session with guest speakers
- Interactive discussions with industry representatives and employers presented by the Business Services Team
- Resume assistance
- Graduates will receive ongoing support and Career services
- Certificate awarded upon completion of CAP successful completion of 5-week course

Pennsylvania
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Montgomery County
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EDSI

Eligible participants will receive a Chromebook for classroom instruction.

--- SCHEDULE ---

Enrollment ends 4/26/24
CAP Orientation 5/2/24
CAP sessions begin 5/6/24
CAP sessions end 6/6/24
Graduation 6/6/24

Contact Genny Fink today to learn more and to register.

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