

CUSTOMER SERVICE TRAINING PROGRAM FOR ADULTS WITH INTELLECTUAL OR DEVELOPMENTAL DISABILITIES

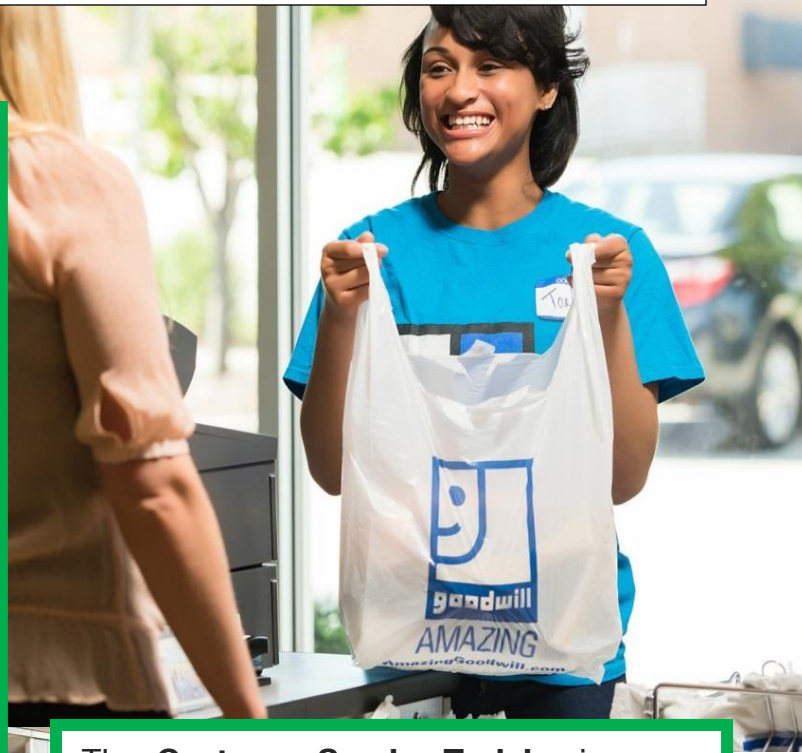
Who should attend?

- Attendees must be DuPage residents
- 18 years and older
- Individuals with disabilities seeking to build skills needed to have long-term success in employment and be a real part of their community, with gaps in employment and/or struggling to keep a position.

Training Highlights

- Topics: Customer Service Basics, Communication, Listening/Responding, Emotional Intelligence, Diversity and more
- A combined training of at least 16 hours of instruction during a 4-week period.
- Certificate of Completion
- Gift Cards
- Introduction to employers in DuPage
- Registration closes Wednesday, February 21.

**Workshop Sessions are located at: Goodwill
Workforce Center,
351 East Roosevelt Road, Lombard, IL., 60148**
**To learn more, or enroll, please contact
Anna Marie MacDonald, 630-576-4661 or
email, amacdonald@goodwillchicago.com**



The **Customer Service Training** is a 6-week commitment, 2/26-3/28:

Commitment:

- Must attend the first session, in-person Monday, 2/26 for orientation.
- 4 weeks, in-person and some virtual sessions, Monday and Friday mornings, 10am-12pm
- Begins Monday, February 26, last session is Friday, March 22
- Week 5: Mock Interview Week, March 25-28, one-on-one mock interview, schedule to be determined.
- Week 6: Hiring event with employers Wednesday, April 3rd.