



Instructor: Jessica B.

QUALITY SERVICE WEBCOURSE

Course #: C1045WC

STARTING MARCH 4, 2020

TWO SESSIONS 6:00 PM—8:00 PM

course description

As a service representative, you are expected to handle interactions in the best way possible. The expectations of both your company and your customers hinge on your ability to provide the right service in the right way. In this course, you will explore the background and techniques of quality interactions.

Objectives:

- Describe the benefits of customer service, identify internal customers, identify the benefits to you of giving good customers service, and identify how you can help your company to excel.
- Identify the major trends in customer service today and the combination of criteria required for customer satisfaction.

Looking for more details? [Visit our website](#) for detailed course descriptions.

how to enroll

Enroll online at our website, [CFTEA.org](#) under Business Skills.

how class works

Course sessions run for 2 different nights by logging in at a computer, tablet or phone. Students complete homework, assessments and mini-presentations to display a solid grasp of the material.

tuition

\$245 per participant for one night of training, assessments, materials and exam.

withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student's employer and the CFTEA office.

Would you like to know more about new educational career paths?

Visit us at [cftea.org](#) and follow us on Facebook!

SPRING 2020 Registration and Offerings

Select courses to register

January 2020

- Accounting (\$100 Off Sale) Webcourse starts 1/27/2020
- 40 Steps to Make Safe Deposit Boxes a Profit Center Webcourse 1/29/2020 (Special pricing discount)
- Commercial Lending Webcourse starts 1/30/2020

February 2020

- IRA Fundamentals—Machias, Maine 2/5/2020
- Medallion Signature Guarantee—Montpelier, Vermont 2/5/2020
- Notary Public Workshop—Montpelier, Vermont 2/5/2020
- Top 50 Important Safe Deposit Box Operating Procedures Webcourse –2/13/2020

March 2020

- Quality Service Webcourse starts 3/4/2020
- Money and Banking—Morrisville, Vermont starts 3/5/2020
- IRA Fundamentals—Montpelier, Vermont 3/10/2020
- IRA Advanced—Montpelier, Vermont 3/11/2020
- IRA Fundamentals—Augusta, Maine 3/11/2020
- IRA Fundamentals—Rutland, Vermont 3/11/2020
- HSA Fundamentals—Montpelier, Vermont 3/12/2020
- Top 25 Safe Deposit Compliance Issues Webcourse 3/17/2020
- Written Communication Webcourse starting 3/17/2020
- IRA Fundamentals—Rockport, Maine starting 3/18/2020
- Modern Supervisor—New Gloucester, Maine starting 3/24/2020
- IRA Fundamentals—New Gloucester, Maine 3/31/2020

April 2020

- Consumer Lending Webcourse starts 4/1/2020
- IRA Advanced—New Gloucester, Maine 4/1/2020

April 2020

- HSA Fundamentals—New Gloucester, Maine 4/2/2020
- Legal Foundations in Banking Webcourse starting 4/2/2020
- Modern Supervisor—Gilford, New Hampshire starts 4/9/2020
- Enhance Your Potential, Build Your Leadership Narrative Certificate—New Gloucester, Maine starts 4/16/2020
- 30 Steps to Audit a Safe Deposit Department Webcourse 4/22/2020
- Communicate with Confidence, Comfort and Conviction—New Gloucester, Maine 4/22/2020

May 2020

- Branch Manager Bootcamp—New Gloucester, Maine starts 5/6/2020
- Structuring Commercial Loan Packages—New Gloucester, Maine 5/20/2020

REGISTRATION - Scan to tammy@cftea.org

Name: _____

Organization: _____

Month of Birth: _____ Day of Birth: _____

Email: _____

Contact Phone: _____

Register for courses selected above or another course and code:

Approval Signature:
