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**$99/person**

**(Course only)**

**$339/person**

**(Course + National Exam)**

**Certified Direct Customer Service Professional (DCSP)**

**This program is designed for front-line employees, including call centers, payment centers, information (411/911) centers and receptionist. Program focuses on not only customer interactions, but techniques on delivering quality services, appropriate behaviors in work environment, communication barriers, and positive work ethics.**

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* Foundations of Customer Service
* Drivers of Human Behavior
* Effective Communication Strategies
* Sexual Harassment
* Business Ethics
* 8-hour Course

**May 20 – 23, 2024**

**(Monday – Thursday)**

**10:00 am – 12:00 pm**

**CTC Training Center**

**5330 Transport Blvd.**

**Columbus, GA 31907**

**COURSE CONTENT INCLUDES:**

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For more information or to register,

call Deana Beauford at **706-649-1454**

or email **dbeauford@columbustech.edu**