



# Contact Center Training Program Newsletter

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*"A sale is not something you pursue, it is something that happens to you while you are immersed in serving your customer."*

## CSR's

*"As far as customers are concerned you are the company. This is not a burden, but the core of your job. You hold in your hands the power to keep customers coming back – perhaps even to make or break the company."*

## **What's New**

On August 20th, SVRC concluded Session 4 of its contact center training with a new group of participants. All students passed the certification exam and are seeking employment in a customer-service related field. Several interviews have been requested of each participant and the employment opportunity looks great!

Also, another participant from our July session has secured a full-time and part-time employment position with two area businesses.

## **Upcoming September Session**

Please process any potential referrals as soon as possible. We currently have 4 confirmed participants for the session beginning September 8<sup>th</sup>. Three others are going through the application process and we may reach our capacity of 10 individuals very soon. Several area companies are actively seeking employees right now! Don't wait for the October session to get registered – strike while the iron is hot!

## **Contract Services**

SVRC is available to provide Contact Center solutions for your business. Small-scale overflow call volume and outsourced call hosting options are available to fit your individual business needs.

For more information on Contract Services, please contact Dean Emerson @ 752-6176 ext 2132

## **Economic Opportunity**

More and more cities and towns are looking to call centers to help economic development locally and regionally. And with good reason: even in a lagging economy -- actually, especially in a lagging economy, companies must strive to maintain and build on customer loyalty and trust. One of the best ways to do that is via effective customer service in a call center.

Contact centers are famous for employing a diverse workforce, boosting local employment opportunities. So, it's really no surprise that so many cities are banking on call centers to help turn things around. - Untapped labor pools such as older (aka "mature") workers, individuals with disabilities are excellent recruiting alternatives. SVRC can help you!

- excerpt source, ICMI QueueTips (Greg Levin)

## **Referral Process**

We are now accepting referrals for the up-coming September, October, and November sessions. Please remember to contact Deb Snyder at (989)752-6176 ext 2148 or Dean Emerson at (989)752-6176 ext 2132. Our capacity is limited to 10 participants so please act quickly!

## **Upcoming Schedule**

- September: September 8<sup>th</sup>-24<sup>th</sup>.
- October: October 6<sup>th</sup>-22<sup>nd</sup>.
- November: November 3<sup>rd</sup>-19<sup>th</sup>.