



COMPUTER TRAINING, SALES AND SERVICE CENTRE

UNIT # 13 PLAZA VENEZIA, NORTH SOUND ROAD

TELEPHONE: 943-3765 OR 928-3765

COURSES OFFERED

Introduction to Microcomputers and Windows XP

\$250.00

Who should attend?

This course is intended for users new to Microcomputers and Windows XP.

Prerequisites

None.

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Recognize the basic components of a personal computer.
- Recognize basic system and application software.
- Recognize the interface features of the Windows XP environment and learning their basic operations.
- Use the tools necessary to manage disk operations in Windows XP, including the new search features, and folder views.
- Use networking features available in Windows XP.
- Manage print queues, including how to cancel and resume print jobs.
- Customize your Desktop environment.

Course Content

Hardware

What is a PC? ; System Unit ; Memory and Storage ; I/O Devices ; Networks ; Portable Computers ;

Software

System Software ; Word Processing ; Spreadsheet ; Database ; Graphics ; Publishing ; Presentation ; E-Mail ; Web Browsers ; Anti-Virus Software ;

The Basics

Getting Started ; Start Menu ; The Windows XP Desktop ; Window Components ; Managing Multiple Windows ; Getting Help ;

Disk Management

Concepts ; Viewing Drive Information ; Viewing Options ; Searching for Files ; Selecting Objects ; Folder Management ; File Management ; Removable Storage ; The Recycle Bin ;

Connectivity

Creating a Network Place ; Creating a Share ; Connecting to a Share ; Network Drives ; Integrated Internet Browsing ;

Printing

Overview ; Managing Print Jobs ; Adding a Local Printer ; Network Printing ;

Customizing the Desktop

Shortcuts ; Customizing the Start Menu ; Using the Control Panel ; Customizing the Taskbar ; Using Taskbar Toolbars ;

Internet Explorer 6 Level 1

\$250.00

Who should attend?

This course is intended for new users of Internet Explorer 6.

Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Using the browser to explore the World Wide Web and customizing the appearance of Web documents on the screen.
 - Using the browser to locate Web information and using the Favorites, History, and Links features to return to frequently visited sites.
 - Saving, printing, and downloading information from the World Wide Web.
 - Using Internet Explorer's Web Privacy tool and Offline browsing options.
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Course Content**Using the Browser Effectively**

Exploring the World Wide Web ; Customizing the Browser ;

Searching the World Wide Web

Developing a Search Strategy ; Returning to Frequently Visited Sites ;

Using Web Information

Saving Web Information ; Downloading Files from the Web ;

Improving Web Privacy and Working Offline

Improved Web Privacy ; Working Offline ;

Outlook 2003 Level 1

\$250.00

Who should attend?

This course is intended for new users of Outlook 2003.

Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Explore the Outlook 2003 environment and create customized notes
- Communicate with electronic mail quickly and easily
- Manage contact information and track communications
- Address, distribute, file, sort, find, and manage messages efficiently
- Record, prioritize, and track tasks
- Schedule and manage appointments efficiently
- Coordinate and schedule meetings with others
- Select print styles and print Outlook items

Course Content

Understanding the Outlook Environment

Working in Outlook ; Creating and Customizing Notes ;

Communicating with E-Mail Messages

Creating and Sending Messages ; Replying to, Forwarding, and Deleting Messages ;

Working with Contacts

Managing Contacts ; Tracking Communications in the Journal ;

Managing Messages

Creating Distribution Lists ; Organizing, Sorting, and Finding Messages ; Managing Junk E-Mail ;

Managing Tasks

Creating, Editing, and Deleting Tasks ; Organizing, and Tracking Tasks ;

Scheduling and Managing Appointments

Scheduling Appointments ; Managing Appointments ; Calendar Options ;

Scheduling Meetings

Planning, Requesting, and Scheduling Meetings ; Rescheduling and Cancelling Meetings ;

Printing Outlook Items

Selecting Print Styles and Printing Messages ; Printing Schedules and Contact Lists ;

Outlook 2003 Level 2

\$300.00

Who should attend?

This course is intended for participants who are familiar with Outlook 2003.

Prerequisites

Outlook 2003 Level 1

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Customize the Outlook Interface, view Web Pages and Favorites and work with Office 2003 applications
- Organize Outlook folders by assigning categories, creating rules, and applying filters
- Manage junk e-mail, use colour-coding and stationery, control messages, and use message notifications
- Work with shared folders, delegate folder access, and archive Outlook items
- Get familiar with advanced productivity-improving features of the Calendar, Contacts, and Tasks folders, as well as create and use Outlook forms
- Set up Outlook 2003 for mobile use and synchronize mail

Course Content

Getting the Most out of Outlook 2003

Customizing the Outlook Interface ; Viewing Web Pages and Favorites ; Integration with Office 2003 Applications ;

Managing Folders

Categories ; Rules Wizard ; Filtering a View ;

Using Advanced Message Features

Organizing Messages ; Creating and Using Stationery ; Controlling Messages ; Message Notifications ;

Sharing Folder Access and Archiving Outlook Items

Working with Shared Folders ; Delegating Folder Access ; Archiving Outdated Items ;

Personal Productivity

Calendar ; Contacts ; Tasks ; Forms and Templates ;

Outlook for Mobile Clients

Working Offline ;

Word 2003 Level 1

\$250.00

Who should attend?

This course is intended for new users of Word 2003.

Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Understand the concepts of word processing, as well as create, save and open documents for easy document management.
- Insert and delete text to edit a document, then print the document to keep a record of your work.
- Modify text alignment and move, copy, and replace text for emphasis and document control.
- Modify and enhance text appearance by altering font type and size, and changing font attributes.
- Use tab stops, set indents, apply bullets and numbering, and change line spacing to enhance document appearance.
- Use margins, page breaks, and headers and footers to enhance the page layout.
- Simplify proofreading of documents by checking spelling, enhance productivity by using AutoText and AutoCorrect, and simplify document creation by using templates.

Course Content

Getting Started with Word 2003

Understanding Word Processing Concepts ; Getting Started ; Creating and Saving Documents ; Opening Documents ;

Using Word 2003 Basics

Editing Documents ; Printing Documents ;

Managing Text

Aligning Text ; Moving, Copying, and Replacing Text ;

Modifying and Enhancing Text Appearance

Modifying Text Appearance ; Using Effects ;

Modifying and Enhancing Paragraph Appearance

Using Tabs ; Changing Tab Settings ; Setting Indents ; Applying Bullets and Numbers ; Changing Paragraph and Line Spacing ;

Controlling Page Layout

Setting Margins ; Inserting Page Breaks ; Using Headers and Footers ;

Using Writing Tools

Checking Spelling in a Document ; Using AutoText and AutoCorrect ; Using Document Templates ;

Word 2003 Level 2

\$300.00

Who should attend?

This course is intended for participants who are familiar with Word 2003.

Prerequisites

Word 2003 Level 1

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Create and modify tables to organize data and enhance appearance
- Use the Mail Merge task pane with different data sources and main documents to create form letters, envelopes, and mailing labels
- Use styles to create consistently formatted documents and to facilitate changing paragraph and character formatting
- Use existing templates to provide consistent document editing and formatting, and create custom templates

Course Content

Creating and Managing Tables

Creating Tables ; Modifying and Formatting Tables ;

Using Mail Merge

Form Letters ; Data Sources ; Envelopes ; Mailing Labels ;

Managing Styles

Styles Overview ; Applying Paragraph Styles ; Modifying Styles ; Creating Styles ; Copying Styles ;

Working with Templates and Forms

Using Templates ; Creating Templates ; Creating Forms ; Protecting and Using Online Forms ;

Word 2003 Level 3

\$350.00

Who should attend?

This course is intended for participants who are familiar with Word 2003.

Prerequisites

Word 2003 Level 2

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Assign themes and insert graphics to add visual appeal to documents and use WordArt and text boxes to enhance document layout
- Add columns, headers, and footers to enhance page layout and use tables to sort, calculate, and chart data
- Use Outline View to organize documents, use sections to control document layout, add references to navigate and display document information, and create tables of contents and indexes
- Insert revisions and comments in a document to track changes, compare and merge documents to review changes, save versions of documents and add comments to document summaries to organize work-in-progress
- Record and edit macros to automate repetitive actions, create custom menus and toolbars to quickly access macros and commands

Course Content

Enhancing Publications with Graphics

Assigning Themes ; Inserting Files and Graphics ; Inserting WordArt and Symbols ; Adding Other Artwork ;

Building Page Layout

Formatting Text in Columns ; Adding Headers and Footers ; Sorting Text ; Calculating and Charting Data ;

Document Organization

Outline View ; Sections ; References ; Tables of Contents ; Indexes ;

Revising Documents

Managing Revisions in a Document ; Inserting Comments in a Document ; Protecting a Document ; Comparing Documents ; Saving Document Versions ; Working With File Options ;

Automating Actions

Recording and Running Macros ; Editing Macros ; Creating Custom Menus ; Creating Custom Toolbars ;

Excel 2003 Level 1

\$250.00

Who should attend?

This course is intended for new users of Excel 2003.

Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Open and move around in an Excel workbook to learn navigation skills necessary for creating and using Excel spreadsheets
- Organize columns and rows to accommodate information and edit the contents of cells to organize the information on your worksheet
- Calculate values by entering formulas into cells and specify an exact address of a cell by creating an absolute cell reference, create formulas by typing functions or build more complex formulas using the Insert Function dialog box
- Format cells and worksheet elements to make the worksheet consistent and readable
- Change the page setup and preview the workbook to define how the printed worksheet appears

Course Content

Getting Started with Microsoft Excel 2003

Understanding Spreadsheet Concepts ; Creating New Workbooks ;

Modifying the Worksheet

Working with Columns and Rows ; Working with Cell Contents ;

Using Formulas and Functions

Creating and Using Formulas ; Creating and Using Functions ; Using Absolute Cell References ; The Insert Function Command ;

Formatting Worksheets

Formatting Cells ; Formatting Worksheet Elements ;

Setting Print Options

Changing the Page Setup ; Previewing the Workbook ;

Excel 2003 Level 2

\$300.00

Who should attend?

This course is intended for participants who are familiar with Excel 2003.

Prerequisites

Excel 2003 Level 1

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Organize, protect, and display data, using various tools
- Create linking formulas and use the IF function
- Set up multiple worksheets, using information from other sources through consolidation, and copy and paste links to combine information into one worksheet
- Create and modify charts to present data effectively, customize charts to enhance their appearance
- Create and apply styles to format worksheets consistently and quickly, use conditional formatting, comments, and text boxes to highlight and explain data

Course Content

Worksheet Organization

Range Names ; Workbook Templates ; Worksheet Security ; Outlining ;

Advanced Formulas

Using the IF Function ; Linking Formulas ;

Using Multiple Workbooks and Worksheets

Working with Multiple Workbooks ; Setting Up Multiple Worksheets ; Using Multiple Worksheets ; Creating Links with Formulas ; Modifying and Restoring Links ; Consolidating Data ;

Working with Charts

Creating Charts ; Publishing Charts on the Web ; Changing Chart Data ; Modifying Chart Elements ; Creating Custom Charts ;

Applying Formatting

Creating Styles ; Working with Styles ; Using Conditional Formatting ; Annotating Worksheets ;

Excel 2003 Level 3

\$350.00

Who should attend?

This course is intended for participants who are familiar with Excel 2002.

Prerequisites

Excel 2002 Level 2 OR Intermediate

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Adding, editing, searching for, and deleting records in a data list using a form, as well as looking up data.
- Sorting records in a data list using a variety of methods.
- Filtering data in a list using a variety of methods, as well as working with filtered data.
- Creating and working with subtotaled lists, as well as using various database functions to summarize data.
- Creating, modifying, and working with PivotTables and Pivot Charts.
- Starting MS Query, defining a data source and adding a table to the query window, as well as adding and managing fields in the data pane, returning data to Excel, and importing data from Web pages.
- Importing text files using the Text Import wizard.

Course Content

Maintaining Data Lists

Data List Concepts ; Using Data Forms ; Using Lookup Tables ;

Sorting Lists

Sorting Concepts ; Sorting a List ; Custom Sort Orders ;

Filtering Lists

Filtering Concepts ; Using AutoFilter ; Using Advanced Filter ; Working with Filtered Data ;

Summarizing Data

Automatic Subtotals ; Working with Subtotaled Lists ; Using Functions to Summarize Data ;

PivotTables

PivotTable Concepts ; Creating a PivotTable ; Modifying a PivotTable Layout ; Working with PivotTables ; Additional PivotTable Information ; Pivot Charts ;

Using MS Query to Retrieve Data

Overview ; Starting Query from Excel ; Defining the Data Source ; Query Wizard ; Returning Data to Excel ; Microsoft Query ; Refreshing Data from a Query ; Importing Query Data from Web Pages ;

Supplemental Topics

Data Parsing ;

PowerPoint 2003 Level 1

\$250.00

Who should attend?

This course is intended for new users of PowerPoint 2003.

Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, Windows XP

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Identify PowerPoint 2003 screen elements and terms to use the program efficiently
- Use outlines to organize the text of your presentations
- Display a consistent look throughout presentations by using colour schemes and the Slide Master
- Enhance your presentations by using PowerPoint 2003 design templates and formatting tools
- Modify your presentations for a more organized display of information
- Polish presentations by adding WordArt and objects and inserting pictures
- Produce an on-screen slide show

Course Content

Getting Started

Understanding Presentation Concepts ; Opening a Presentation and Identifying Screen Elements ;

Creating a New Presentation

Creating a New Presentation ; Organizing Text in Outlines ;

Modifying Colour Schemes and Masters

Modifying Colour Schemes ; Modifying Masters ;

Designing a Presentation

Applying Design Templates ; Entering and Formatting Text ;

Making Modifications

Formatting Bullets ; Editing a Presentation ;

Enhancing Presentations with Objects

Adding and Modifying WordArt ; Adding and Managing Objects ; Adding Graphics ;

Producing a Presentation

Building a Slide Show ; Running a Slide Show ;

PowerPoint 2003 Level 2

\$300.00

Who should attend?

This course is intended for participants who are familiar with PowerPoint 2003.

Prerequisites

PowerPoint 2003 Level 1

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Import and share data between presentations and programs to create a presentation quickly
- Use charts and tables to present data graphically
- Use graphics to enhance a presentation, use animation to increase the impact of text and graphics in a presentation
- Use the Style Checker to ensure that a presentation is free of errors, add annotations to slides, use PowerPoint features to rehearse a slide show, package it, and prepare it for presentation
- Use PowerPoint 2003's Help features effectively and learn to use PowerPoint 2003 shortcuts

Course Content

Sharing Information

Sharing Slides and Objects Between Presentations ; Creating Presentations Using Text from Another Source ; Creating Hyperlinks ; Linking and Embedding Between Microsoft Programs ;

Enhancing Presentations with Charts and Tables

Working with Charts ; Creating Charts ; Editing Charts ; Importing Data from Other Programs ; Creating Organization Charts ; Inserting Tables ;

Enhancing Presentations with Graphics and Animation

Using Graphics to Create Slide Backgrounds ; Working with Objects ; Rearranging Objects ; Using Animation Effects ; Incorporating Audio and Video ;

Producing Advanced Slide Shows

Checking for Consistency and Style ; Notes and Annotations in Slide Shows ; Using Hidden Slides and Rehearsing Slide Timings ; Packaging a Presentation for CD ; Saving a PowerPoint Presentation as a Web Page ;

FrontPage 2003 Level 1

\$250.00

Who should attend?

This course is intended for new FrontPage 2003 users.

Prerequisites

Windows 98, Windows NT 4.0, Windows 2000, or Windows XP

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Explore the FrontPage 2003 Environment
- Create Web-based HTML documents to develop a Web site
- Format a page to make it visually appealing
- Create hyperlinks to link to other files on the Internet or on a network
- Place pictures in a page to increase the information conveyed to visitors
- Use tables to arrange text and objects on a page
- Add multimedia to your pages by inserting movies, sounds, and animations
- Manage and publish your site with FrontPage tools

Course Content

Exploring FrontPage 2003

Creating a New FrontPage Web Site ; Identifying the Views in FrontPage ;

Creating HTML Documents

Entering and Editing Text ; Changing Save Options ;

Formatting Web Pages

Modifying Paragraph Formatting ; Modifying Document Appearance ;

Hyperlinking Pages

Creating Hyperlinks to Other Documents in Your Site ; Creating Hyperlinks to Other Resources ;

Adding Graphic Elements

Adding Pictures to Web Pages ; Working with Pictures ;

Arranging Text and Graphics in Tables

Creating Tables ; Arranging Pictures in Tables ;

Adding Multimedia to Web Pages

Adding Movie and Sound Files ; Inserting Animated Elements ;

Managing and Publishing Your Web Site

Checking for Correct Spelling ; Publishing a Site ;

FrontPage 2003 Level 2

\$300.00

Who should attend?

This course is intended for participants who are familiar with FrontPage 2003.

Prerequisites

FrontPage 2003 Level 2.

Course Objectives

Upon completion of the course, participants will be able to accomplish the following:

- Import files from different locations to collect all of the necessary files in one place, define the formatting for headings and other HTML elements
- Use the Navigation view to create a structure for navigation bars, enable visitors to your site to see multiple pages at once with frames
- Create a form to gather information from visitors to your Web site, use advanced form options to save information in a database, and create discussion groups
- Use Substitution and Include components to automatically include and update information, use FrontPage to work in a group

Course Content

Developing a Consistent Theme

Creating a New FrontPage Web Site ; Incorporating Styles in a Web Site ; Applying and Modifying Themes ; Controlling the Layout of a Page ;

Changing the Navigation of Your Web Site

Creating a Navigation Structure ; Using Shared Borders ; Setting Up a Frame Page ; Creating a Collapsible Outline ;

Collecting and Using Data

Creating Forms ; Choosing the Options for Saving Form Results ; Creating a Database Form ; Creating a Discussion ;

Using FrontPage Management Tools

Including Information Automatically ; Using the Reports View ; Working in a Workgroup ; Optimizing for Specific Browsers ;

QuickBooks Pro 2006

\$325.00

Topic-Level Outline

Prerequisites: Windows XP or Vista and Microsoft Word:

Unit 1: Getting started

Topic A: Introducing QuickBooks 2006

Topic B: Getting help and closing QuickBooks

Unit 2: Setting up a new company

Topic A: Using the EasyStep Interview

Topic B: Using the Chart of Accounts

Unit 3: Working with centers and lists

Topic A: Managing customers, vendors, and employees

Topic B: Working with the Item List

Topic C: Adding custom fields

Unit 4: Working with business forms

Topic A: Creating invoices and credit memos

Topic B: Sales receipts and customer payments

Topic C: Purchase orders and inventory

Topic D: Finding completed forms

Unit 5: Banking and billing activities

Topic A: Writing and printing checks

Topic B: Managing bank account transactions

Topic C: Entering and paying bills

Topic D: Introduction to payroll

Unit 6: Working with reports and budgets

Topic A: Generating reports

Topic B: Setting up budgets

Unit 7: Protecting and backing up data

Topic A: Protecting and sharing data

Topic B: Backing up data

The duration of each course will be **10 hours** (unless otherwise specified) and will be delivered over a period of **5 weeks**. That is, each class will be **2 hours** long. Classes will be offered on Mondays, Tuesdays, Wednesdays, or Thursdays of each week from **6:00 p.m. – 8:00 p.m.**

If you are interested in a course that is not listed here please feel free to call **(943-3765 OR 928-3765)** and enquire about its availability.

Additional Courses Offered includes:

Time management

Topic-Level Outline

Days: 1

Prerequisites: None

Unit 1: Time management overview

Topic A: Principles of time management

Topic B: Productivity cycles

Topic C: Goals and priorities

Unit 2: Time management plans

Topic A: Time management plan

Topic B: Daily plan

Unit 3: Technology and time management

Topic A: Technology saves time

Topic B: Say “No”

Unit 4: Productivity

Topic A: Interruptions and meetings

Topic B: Factors affecting productivity

Unit 5: Information overload

Topic A: Causes of information overload

Topic B: Organize your office

Topic C: Communication

Ethics in Business
A Guide for Managers
0-931961-69-6

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Organizational skills

Topic-Level Outline

Days: 1

Prerequisites: *None*

Unit 1: Information management

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Topic B: The INFO process

Unit 2: Managing incoming information

Topic A: Managing written information

Topic B: Managing oral information

Topic C: Managing electronic information

Topic D: Managing your memory

Unit 3: Managing outgoing information

Topic A: Fundamentals

Topic B: Modes of sending information

Unit 4: Time management

Topic A: Time management

Topic B: Time management problems

Unit 5: Organizing time

Topic A: Getting organized

Topic B: Planning and prioritizing

Topic C: Procrastination

Unit 6: Coordinating time with others

Topic A: Interpersonal communication

Topic B: Office interruptions

Topic C: Effective delegation

Unit 7: Team time management

Topic A: Managing team time

Topic B: Team communication and planning

Topic C: Effective use of team time

Quality Customer Service
How to Win with the Customer
1-56052-599-1

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