



# CUSTOMER SERVICE SPECIALIST

*Don't just say you work well with people - let **ETA International's Customer Service Specialist certification** prove it! **ETA's world-class CSS certification** professionally acknowledges your ability to uphold the interpersonal and business standards necessary in today's workplace.*

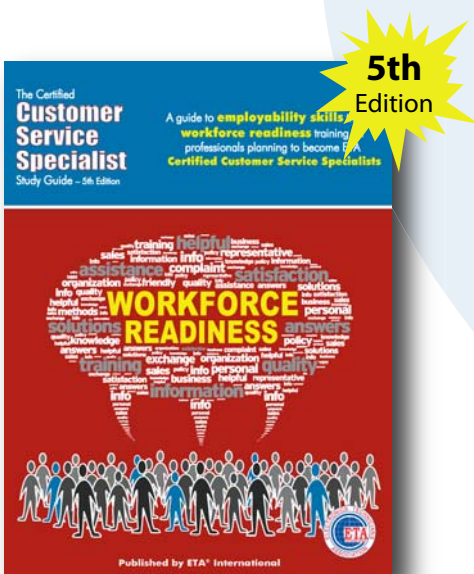
## VALIDATE YOUR EMPLOYABILITY SKILLS

The Customer Service Specialist (CSS) is a certification that validates one's interpersonal and business skills. Though developed to meet the role of an evolving service oriented electronics technician, CSS is relevant to every industry, employer and employee. Topics covered include: safety, ethics, respect, teamwork, communication, telephone and email techniques, problem solving, interpersonal relations, and sales and marketing.

## STUDY GUIDE

Purchase the CSS study guide (5th edition) through ETA. The study guide covers all of the information necessary to pass the CSS exam, including practice questions.

Price: \$25.00 (members) / \$30.00 (non-members) + S/H (Bulk Pricing Also Available)



- Business Leadership
- Company Policies
- Communicating with Customers
- Evaluating Your Performance
- Ethics
- Handling Emotions
- Customer-Coworker Problems
- Interpersonal Relationships
- Protecting Customer Values and Property
- Time Management
- Employment Rules
- Phone/Fax/Email/Social Media Etiquette



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