



CUSTOMER SERVICE CERTIFICATIONS

for Public Schools



Contact us for group and district discounts

Front Office Staff Customer Service Specialist

In Person

- ✓ 6 hours in-person training and exam
- ✓ Book: *The Customer Isn't Always Right, but We Sure Do Need them*
- ✓ Graduation ceremony
- ✓ CSS Certificate

On Demand

- ✓ 6 hours online training and exam
- ✓ CSS Certificate

Teachers & Faculty Conflict Resolution Specialist

In Person

- ✓ 6 hours in-person training and exam
- ✓ Book: *The Customer Isn't Always Right, but We Sure Do Need them*
- ✓ Graduation ceremony
- ✓ CRS Certificate

On Demand

- ✓ 6 hours online training and exam
- ✓ CRS Certificate

Principals Conflict Resolution Specialist

In Person

- ✓ 6 hours in-person training and exam
- ✓ Book: *The Customer Isn't Always Right, but We Sure Do Need them*
- ✓ Graduation ceremony
- ✓ CRS Certificate

On Demand

- ✓ 6 hours online training and exam
- ✓ CRS Certificate

Front Office Staff Customer Service Expert

****Customer Service Specialist Certification required****

- ✓ 3 hours in-person training and exam
- ✓ In-person role playing
- ✓ Book: *The Customer Isn't Always Right, but We Sure Do Need them*
- ✓ Graduation ceremony
- ✓ CSE Certificate

Teachers & Faculty Conflict Resolution Expert

****Conflict Resolution Specialist Certification required****

- ✓ 3 hours in-person training and exam
- ✓ In-person role playing
- ✓ Book: *The Customer Isn't Always Right, but We Sure Do Need them*
- ✓ Graduation ceremony
- ✓ CRE Certificate

Principals Conflict Resolution Expert

****Conflict Resolution Specialist Certification required****

- ✓ 3 hours in-person training and exam
- ✓ In-person role playing
- ✓ Book: *The Customer Isn't Always Right, but We Sure Do Need them*
- ✓ Graduation ceremony
- ✓ CRE Certificate