

RCCD

RIVERSIDE COMMUNITY
COLLEGE DISTRICT



SAN BERNARDINO
COMMUNITY COLLEGE DISTRICT

Customer Service



Excellent customer service adds value to products, creates customer loyalty, and serves as a key to organizational competitive advantage. This training is designed to improve customer service skills by creating awareness of personalities and teaching participants how to approach customers. Participants will gain knowledge of customer priorities and use practical tools to produce results that improve the company's ability to meet customer needs.

Program Information:

Date: Tuesday, April 21st, 2026

Time: 8:00 a.m. - 4:30 p.m.

Location: Riverside County

Workforce Development

1325 Spruce Street

Riverside, CA 92507

Questions or to enroll your employees, contact:

Jason Kennedy: jason.kennedy@rccd.edu | (951) 222-8634
or Jon Fox: jfox@sbccd.edu | (909) 553-0071

This training is offered for free to employers eligible for ETP (Employment Training Panel) funding, or for \$240 for all others.