



CSC DOS WEB APP

COURSE TITLE : Basic Customer Service Skills (BCSS)

TRAINING DATE : February 18, 2021 to February 19, 2021

TOTAL TRAINING HOURS : 16

TRAINING VENUE : Online (Zoom platform)

TRAINING FEE : NA

COURSE DESCRIPTION :

Course Introduction:

A two-day course designed to promote service excellence and customer responsiveness in an organization. The training also aims to equip participants with the skills that will not only enable them to please their customers but might make them enjoy their work even more.

Webinar Must-haves:

- Desktop/Laptop computer with functional Audio & Video (headset/headphones preferred)
- Reliable internet connection (at least 5 Mbps; wired connection preferred)
- Proper room lighting and minimal background noise.

Registration:

The registration of the learners shall be done online through the CSC RO II Website. Upon registration, all registered participants will be automatically sent an advisory which includes the link to the webinar meeting room.

Day 1 ZOOM Link

Time: Feb 18, 2021 08:00 AM Taipei

Join Zoom Meeting: <https://us05web.zoom.us/j/86944769074?pwd=SEM5NFh1YitiYm9rbjdNNGFSeG9EZz09>

Meeting ID: 869 4476 9074

Passcode: CSCRO2BCSS

Day 2 ZOOM Link

Time: Feb 19, 2021 07:45 AM Taipei

Join Zoom Meeting: <https://us05web.zoom.us/j/89974855821?pwd=dVpTSjd5SkdjWGxlcmlNBSjloWnNiZz09>

Meeting ID: 899 7485 5821

Passcode: CSCRO2BCSS

Recognition:

e-Certificate of Completion for sixteen (16) hours of technical training will be issued to participants who will satisfactorily complete the training and accomplish the training requirements (Pre-Test, Post-Test, and Post-Evaluation Form). The e-certificate will be emailed to the participants within five working days upon receipt of all the requirements.

Evaluation:

The learners will be required to accomplish the following evaluation forms using Google Forms:

Level 1. Post-Evaluation

Level 2. Pre-Test and Post-Test

The participants should be able to obtain at least a 75% score in the Post-Test to be given an E-certificate of Completion of the course.

For inquiries or any concerns, you may contact Ms. Camille P. Soriano at 0936-616-0935 or 377-7258 or email us at cscreg2training@gmail.com.

Information Collection And Use:

The Civil Service Commission follows all legal requirements to protect your data and privacy. We collect several different types of information for various purposes to provide and improve our services to you. We may ask you to provide us with certain personally identifiable information that can be used to contact or identify you, or for data processing for the purpose of activity-organizing, record keeping, and archiving.