

CED-0295-VO01Y Introduction to Excel

Students will learn the basics of creating an Excel worksheet. Topics include entering values and labels, using formulas and functions, formatting a worksheet, working with worksheet files, and creating a chart. Students will have the opportunity to create worksheets on their own during guided and independent hands-on practice.

WFE-0100-VO01Y Customer Service Workshop (w/CSIA cert)

In this course students explore strategies for achieving customer retention and performance improvement for organizations across a wide variety of industries. Students analyze factors that ensure customer loyalty and consistent revenue growth retention while developing the individual skills necessary to implement an effective customer service strategy. Students will be prepared to earn the Certified Customer Experience Professional (CCEP) certification from the Customer Service Institute of America (CSIA).

WFE-0661-VO01Y Safety (MSSC) Workshop (with Safety certification from the Manufacturing Skill Standards Council)

This course offers students an opportunity to explore safety from the perspective of an employee and employer as it relates to operational efficiency and OSHA standards. Specific topics include identification and evaluation of safety teams, policies, and agencies, and Personal Protective Equipment (PPP). Additional manufacturing concepts covered include safety in the work area, hazardous material, and tool and machine safety.