The Administrative Assistant/Customer Service training prepares graduates for Administrative Assistant, Secretary and Customer Service occupations.

**LEARNING OBJECTIVES FOR THIS COURSE:**
- Introduction to Microsoft and MOS Certification.
- Introduction to Customer Service and CSR Certification.
  - Windows (Overview)
  - Word
  - Excel
  - PowerPoint
  - Email Outlook (Overview)
  - Acess Overview
  - Customer Service Training

This 144 hour course will prepare students to take the National Exam for a Microsoft Office Specialist Certification and Customer Service (CSR) Certification.

**ELIGIBILITY REQUIREMENTS**
- Qualifying score on Wonderlic examination, or High School Diploma/GED
- Must be 14 years of age or older

**CALL NOW TO ENROLL AT:**
512.637.7131
GCTATraining.org

*Note: All students must attend mandatory orientation before the first day of class.*

*Bureau of Labor Statistics 2018*
Please visit one of our Career Centers if you are in need of financial assistance, support services, or career advancement services and be sure to bring your required documents (see below).

**GOODWILL COMMUNITY CENTER**  
1015 Norwood Park Blvd.,  
Austin, Texas 78753  
*Monday - Thursday*  
9 - 11:30am & 1 - 3:30pm  
*Friday*  
1 - 3:30pm

**GOODWILL RESOURCE CENTER**  
6505 Burleson Road,  
Austin, Texas 78744  
*Monday - Thursday*  
9 - 11:30am & 1 - 3:30pm  
*Friday*  
1 - 3:30pm

**ROSEWOOD CAREER CENTER**  
2001 Rosewood Avenue,  
Bldg-B #2101,  
Austin, Texas 78702  
*Wednesday*  
9 - 11:30am & 1 - 3:30pm

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**REQUIRED DOCUMENTS**

YOU’RE ONE STEP CLOSER TO REACHING YOUR EDUCATION GOALS!  
***Please bring one item from each category***

**Photo ID**
- A government-issued ID
- Driver’s License
- Passport

**Authorization to Work**
- Birth Certificate
- Social Security Card
- Permanent US Residence Identification (Green Card)
- US Government-Issued Authorization to Work

**Proof of all household income for the past 30 days**
- Paycheck stub
- Temporary Aid for Needy Families (TANF)
- Unemployment, disability and worker’s compensation
- SSI or SSDI
- Alimony
- Pensions
- Military Family allotments

**Proof of Residence**
- Government-issued ID (with current address)
- Voter registration card
- Lease agreement
- Utility bill
- Statement from landlord, social services agency that includes address