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HCC Partners with Halifax County Convention & Visitors Bureau, Economic Development to Offer Customer Service Training

WELDON – Halifax Community College (HCC) is proud to announce a new partnership with the Halifax County Convention and Visitor’s Bureau (CVB) and Halifax County Economic Development (HCED). Through this partnership, residents can take an Employability Skills and Customer Service training class.

The 16-hour, two-week course is offered free-of-charge, thanks to a generous sponsorship by the Halifax County CVB. The class will cover such topics as effective communication, local attractions, encouraging repeat visitation, conflict management, anger management, problem-solving, teamwork, attitude, and self-esteem.

“We all know how to get the customer in the door, but getting them to return is a true art form,” said Lori Medlin, President and CEO of the Halifax County CVB. “The Halifax County CVB wants to offer the Friendliest Exits on I-95! We want to be able to market that we say, ‘please and thank you’ here and that we go the extra mile to offer excellent customer service. We are confident that this training will help us achieve our goals, one great, impressive, well-trained employee at a time!”

Upon successful completion of the course, each individual will receive an Employability Skills and Customer Service Certificate. This certificate is also the first step toward the credit hours necessary to qualify for the National Career Readiness Certificate. The credential is used as a verification of skills in applied math, workplace documents and graphic literacy. Ideally, the Employability Skills and Customer Service Course will lead to employment and career advancement opportunities for graduates of the certificate course.

"It's important to equip our residents with the customer service skills necessary to acquire and maintain gainful employment," said Jerry Edmonds, Dean of Workforce and Economic Development at HCC. "Employees with strong communication and customer service skills are more likely to realize increased career opportunities, and raise the level of customer experience throughout our community. HCC is eager to offer formalized coursework focused on the collective improvement of employability and customer service skills."

The classes will be meet Monday through Thursday, from 1 p.m. until 3 p.m. at the Halifax County CVB. The first class will begin on Monday, March 11, and the course will conclude on March 21.

For more information, contact Jerry Edmonds at 252-536-6376 or jedmonds080@halifaxcc.edu.

Halifax Community College’s Mission

Halifax Community College strives to meet the diverse needs of our community by providing high-quality, accessible and affordable education and services for a rapidly changing and globally competitive marketplace.

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