

Cory 1st Choice Home Delivery Gets Training for Employees in Customer Service Communications

By Johanna M. Soto, Director of Human Resources, Cory 1st Choice



Cory team member receives Excel training from Hudson County Community College

At the core of our business is embracing the privilege and honor of serving. That's what Cory 1st Choice Home delivery's reputation is all about, and that is why when Cory learned of a training course offering "Communication for Improved Customer Service," it immediately engaged its employees. The course was offered by Hudson County Community College through the NJBIA Basic Skills Workforce Training Program, a statewide partnership between the New Jersey Business & Industry Association, the state's community colleges and the NJ Department of Labor and Work-

force Development. The program provides training at no charge to participating New Jersey companies and their employees.

The training was held at a Cory facility. Participants included team members from company field operations, the corporate office and the marketing, safety, finance and human resources departments. By improving communication skills within our company, we raise the standards for communicating with our customers. The Communication course received very favorable ratings from the participants. It provided some relevant take-aways, including one that Alice White, finance assistant, announced she immediately applied after the first session. So, it was a very practical way of enabling our team members to communicate and do their jobs more efficiently.

After the success of the first training course, Cory also held an Excel training course for employees to help them develop their computer-application skills. The competency levels of the participants varied, but the Hudson County Community College instructor took a customized approach to each user at their level. Advanced users like financial reporting manager Lou Maresca learned some new tricks and references. At the same time, we had beginners whose improved confidence levels motivated them to create new tools to better manage and track their information. The training program was a win for everyone. Not only did participating employees grow both professionally and personally, but Cory has also benefited from higher levels of engagement and productivity.

At the end of the day, we want to treat our employees the way we want them to treat our customers, and continuing to polish the competency levels of our team is key to fulfilling our promise. As an employer, we can focus our energy on educating and developing the teams. Thanks to the Basic Skills Workforce Training Program and Hudson County Community College, we can do this without the significant costs normally associated with training programs.

Cory 1st Choice Home Delivery is a family-owned and operated service company. Founded in 1934, it provides home delivery, warehousing, distribution, preparation services and professional logistics to America's top retailers of fine furnishings, electronics and appliances. With corporate offices in Secaucus and Pompano Beach, Florida, Cory has over 50 field operations throughout the United States, Puerto Rico, and the Virgin Islands.

Sponsored by the NJ Community College Consortium



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