



In January, Philadelphia Parks and Recreation introduced Philly Welcomes U!- a new online Customer Service Training program. This program is a key element of the department's staff development initiative. Since its inception, the program has been rolled out to the Programming Division, but we are now working to implement it across the whole department.

In conjunction with the Philadelphia Convention and Visitors Bureau, a company named Ej4 created short, entertaining videos that teach tactical lessons and can be easily applied on the job. Through their Philly Welcomes U! videos, our employees are trained on customer service skills, typically in 10 minutes or less.

How does it work? All the courses are online, so you will be able to login and complete a course when it's most convenient for you. After you have viewed a course, a simple review quiz will pop up. Once you've completed the quiz, you're ready to get back to work.

When you successfully complete all of the courses and quizzes, you will be automatically entered to win a Grand Prize, courtesy of the Philadelphia Phillies: 4 lower level tickets to a home game of your choice, a personalized home jersey, the opportunity to watch batting practice from the field, and an exclusive pre-game tour! In addition, Philly Welcomes U! students will be randomly selected throughout the year to win great prizes to regional attractions.

To register for an account, email jessica.wong@phila.gov.

Once you have been registered:

Web Site Logon Information

- Access <http://www.ej4.com/login>
- Sign in with your username (email address) and password (philly).
- Click on any topic and then choose the class.
- Below the course description will be a "Watch Course" link that will get you to the video.

NOTE: you will need Flash 9 player installed. The course page will prompt you if it is not already installed. You may need to restart the computer for the program to initialize.