

PROGRAM OF STUDY

Customer Service Certificate in

The Customer Service certificate prepares the student to be a valuable customer service employee who is able to promote positive customer service skills in the workplace. The student will be able to deal with various customer-types in positive ways, insuring repeat sales. The student will be able to positively handle difficult business situations to the company's advantage. The student will be able to "go the extra mile" to ensure customer satisfaction, whether it be with an up-sell or a cross-sell situation. The student will be able to positively contribute to the internal morale of the company by treating co-workers as customers.

Required Courses		Units
BA19V	COOPERATIVE WORK EXPERIENCE, BUSINESS	1
BA101	BUSINESS BASICS	1
BA103	CUSTOMER SERVICE IN BUSINESS	1.5
FM123	FASHION IMAGE	1
IS10	KEYBOARDING	1
OT1	COMPUTER BASICS	1.5
OT 260 Topics in Office Technology		1
MATH260	ARITHMETIC REVIEW	4
Total Units		12

Effective Term: Fall 2012

PID 287