

# CUSTOMER SERVICE – OCCUPATIONAL SKILLS CERTIFICATE

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Top Code:

0509.00

The curriculum prepares students to work with diverse groups of customers, responding with courtesy and tact. Emphasis on customer skills, effective oral and written communication, interpersonal skills, workplace attitude and conduct, stress and time management, conflict resolution, business etiquette, and problem solving.

An Occupational Skills Certificate is awarded upon completion of all required courses with a grade of C or better.

## Program Outcomes

- Write effective Business letters and memos. Give clear concise oral presentations.
- Identify the customer service factors involved in obtaining customer goodwill, enhancing the company image and communicating with customers.
- Demonstrate knowledge of the elements necessary in establishing a successful customer service program.

## Requirements for the Occupational Skills Certificate

Code	Title	Units
BIT 025	SURVEY OF COMPUTER TECHNOLOGY IN BUSINESS	3
BUS 009	INTRODUCTION TO BUSINESS	3
BUS 011A or BUS 112	BUSINESS COMMUNICATIONS BUSINESS ENGLISH	3
BUS 160	SALES AND CUSTOMER SERVICE	3
<b>Total Units</b>		<b>12</b>