

PROGRAM OF STUDY

Customer Service Certificate of Specialization

This certificate provides training in key areas of customer service and supervisory leadership, and equips participants with communication, leadership and teamwork skills that can be applied in their workplace.

Student Learning Outcome:

Demonstrate the skills necessary to provide customer service in a business environment, including communication, team building, decision making, problem solving, conflict resolution, time management, stress management, attitude management, and ethics.

Program Requirements

Take a minimum of 2.5 units from the following courses:

		Units
BUS 080	Customer Service	0.5 - 0
BUS 081	Communication in the Workplace	0.5 - 0
BUS 082	Attitude in the Workplace	0.5 - 0
BUS 083	Conflict Resolution	0.5 - 0
BUS 084	Values and Ethics	0.5 - 0
	or	
BUS 120	Principles of Customer Service	3 - 0

Plus a minimum of 2.5 units from the following courses:

		Units
BUS 085	Team Building	0.5 - 0
BUS 086	Decision Making and Problem Solving	0.5 - 0
BUS 087	Managing Organizational Change	0.5 - 0
BUS 088	Stress Management	0.5 - 0
BUS 089	Time Management	0.5 - 0
	or	
BUS 121	Supervisory Skills for Business Leadership	3 - 0

Total Units

5 - 6

PID 154