

Business: Customer Service

Award Type: Certificate of Accomplishment

The certificate of accomplishment in customer service provides techniques for creating positive customer relationships. Students will recall and apply significant business principles, produce work-based learning projects, and demonstrate the ability to follow oral and written instructions.

The graduate of the Certificate of Accomplishment in Business: Customer Service will:

- Recall significant customer service issues, theories, and applications.
- Apply customer service principles to produce work-based learning projects .
- Demonstrate the ability to follow instructions on assignments and class activities.

Program Requirements

A total of 3 units is required for the certificate.

Course Number	Course Title	Units
BUS 357	Management: Listening	0.5
BUS 362	Management: People Skills	0.5
BUS 363	Management: Conflict	0.5
BUS 370	Ethics and Integrity	0.5
BUS 377	Managing Service Quality	0.5
BUS 394	Managing Verbal Communication	0.5

Complete all 6 courses above or

Course Number	Course Title	Units
BUS 389	Customer Service: Series	3.0