

# BASIC BUSINESS OFFICE SKILLS FOR CUSTOMER SERVICE CERTIFICATE GUIDE

## PROGRAM GOAL

To develop both written and oral communication skills as well as effective ways to service and maintain customers or clients in business.

## PROGRAM ADVISORY

Completion of noncredit ESL levels 5/6 or placement in ESL levels 7/8

## LEARNING OUTCOMES

- Upon completion of this certificate, students will be able to:
- Apply the basics of quality customer service
- Identify customer needs and effectively handle them, including complaints
- Demonstrate effective telephone manners and e-mail etiquette

## EXIT REQUIREMENTS

Successful completion of all courses with a passing grade of C or better; 20+ wpm net; minimum attendance of 80% in all classes is required.

OFFICE SKILLS FOR CUSTOMER SERVICE (TOTAL HOURS 95)							
COURSE	COURSE TITLE	HRS	SEMESTER	M T W R F S	TIME	START DATE	END DATE
<b>BOSS 4510</b>	Business Communication	45		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
<b>BOSS 3501</b>	Customer Service Skills	15		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
<b>BOSS 3502</b>	<b>OR</b> Customer Service Principles*	45		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
<b>WOPR 9991</b>	Microsoft Word Essentials I	15		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
<b>BOSS 5505</b>	Keyboarding Quick	15		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
<b>COMP 9950</b>	E-mail Writing	05		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
<b>* Waiver Required (See Coordinator)</b>							