

Customer Service (Certificate of Technical Studies)

The Customer Service Certificate of Technical Studies is designed to prepare students with information and practice in utilizing appropriate customer service skills in current and future career and community endeavors. It includes 15 total hours of coursework in customer service, negotiations in business, English composition, sociology, and communication. These courses allow students to develop a broad range of skills in key areas that will enhance their ability to deliver excellent customer service in any field or industry. This program of study is not designed for college transfer.

To receive this certificate, the student must:

- Have a cumulative GPA of 2.00 or better in all credits to be used towards the certificate.
- Earn a "C" or better in all courses.
- Complete the coursework listed below.

Program Outcomes. Upon successful completion of the program, the graduate will be able to:

1. Recognize cultural and ethnic differences.
2. Demonstrate ability to state a problem clearly and concisely in written form.
3. Analyze alternatives and present possible compromises.
4. Demonstrate ability to solicit information that accurately describes the needs of customers.
5. Describe proper responses to common customer complaints.

PROGRAM OF STUDY

		Credit Hours
BUSN 1303	Customer Service For Business Professionals	3
ENGL 1013	English Composition I	3
MANG 1503	Negotiations in Business	3
SOCL 2413	Race Relations	3
	Customer Service Electives (<i>see below</i>)	3
Total Program Hours		15

Customer Service Electives

Choose from the following:

SPCH 1013, Fundamentals of Communication
SPCH 2013, Techniques of Speech
SPCH 2213, Interpersonal Communication
SPCH 2313, Communication for Business Professionals
BUSN 2403, Business Communication

For more information, contact the Division of Business at (225) 216-8154.