

CUSTOMER SERVICE ASSOCIATE (16 credits) Certificate 99-9130

This certificate program includes occupational skills needed to be successful in the world of customer service. Business skills, people skills, technology, personal effectiveness and much more will be explored to help the learner establish a solid customer service foundation for any career. Topical areas included in this short-term certificate are:

- Service Professions
- Business Skills
- Communication
- Customer Retention
- Business Software
- Interpersonal Assessments

Course	Course Name	Credits	Lec-Lab
103-106	Introduction to MS Office	3	3 - 0
104-130	Fundamentals of Cust. Svc.	3	3 - 0
104-131	Relationship Mgmt in Cust. Svc.	3	3 - 0
104-132	Time Management & Problem	3	3 - 0
104-133	Sales Skills for Customer Svc.	3	3 - 0
106-140	Basic Keyboarding	1	0 - 2

Course Descriptions

103-106 Introduction to MS Office 3 Credits

This course will introduce students to the Microsoft Office Suite and overview many of the core competencies of Outlook, Word, Excel, Access, PowerPoint, and Explorer. Students will develop the use of technology for both problem solving and decision-making and will be expected to learn to use the resources available to search for answers to problems.

104-130 Fundamentals of Customer Service 3 Credits

This course is designed for learners who desire training in the fundamentals of customer service as they relate to business. It introduces core customer service concepts and an overview of the essential skills needed to succeed in any organization. In addition to dealing with internal and external audiences, specific topics include: listening techniques, verbal and nonverbal communication, dealing with various customer types, use of technology, handling a variety of complex customer situations, as well as an overview of careers within the customer service industry.

104-131 Relationship Management in Customer Service 3 Credits

Effectively managing relations with customers is critical to any successful customer service operation. Learners will explore strategies to identify customer needs, communicate effectively, and demonstrate professional work attitudes and ethics. Hands-on activities will help develop interpersonal and intrapersonal skills and an appreciation for various cultures and customers.

104-132 Time Management & Problem Solving in Customer Service 3 Credits

Learn techniques for prioritizing work, handling multiple tasks, and managing change in this course designed for anyone interested in improving their customer service skills. Participants will also learn how to resolve conflict and improve working relationships with customers and peers.

104-133 Sales Skills for Customer Service 3 Credits

This course is designed for learners who seek sales-related training as it applies to the role of a customer service agent. Concepts such as up selling and cross selling will be discussed as well as basic sales information such as profits and losses, referrals, finding alternative solutions, and use of resources available to customer service personnel.

106-140 Keyboarding 1 Credit

Students will master the computer keyboard by touch including the letters and numeric keypad. Computer software is used to begin development of acceptable speed and accuracy levels. Students completing this course may be ready for 106-131 Keyboarding Applications, or may continue to develop their proficiency and keyboarding abilities in Skillbuilding. This course is not required for students who can demonstrate keyboarding skills of 30 words per minute with 3 or fewer uncorrected errors on a 3-minute timing.

Refer to BTC Catalog for complete course descriptions, program standards, and prerequisites information. BTC is an equal opportunity, access, affirmative action employer and educator.