



Internal Certificate 2013-2014

Administrative Professional Elkhorn-Kenosha-Racine Campuses and Online

CUSTOMER SERVICE CERTIFICATE (90-106-10)

12 Credits

This certificate provides students the foundation to exceed customer expectations as a Customer Service representative. Students will develop effective communication skills to maintain relationships with internal and external customers. They will develop skills and professionalism to be used in a global and diversified economy. Students must enjoy working on a computer and assisting customers with inquiries and solving problems in call centers, help desks, and online. These courses will serve as a foundation for enrolling in numerous associate degree programs.

REQUIRED COURSES

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>
106-011	Records Management	1
106-126	Keyboarding	1
801-196	Oral/Interpersonal Communication (Prereq: 838-105 OR Placement Test Score)	3
106-016	Principles of Customer Service	3
106-018	Customer Service Management (Prereq: 106-016)	3
106-017	Customer Service Capstone (Prereq: Instructor Consent)	<u>+ 1</u> 12