



Transitions College

of Business & Career Studies

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CUSTOMER SERVICE - CERTIFICATE COURSE

Description:

An individual that is employed as a Customer Service Agent or Representative may be called upon to perform duties that include answering customers' questions and providing information regarding an establishment's goods, services and policies. He/she may also provide services such as receiving payments and processing requests for services. The Customer Service representative is employed by private and publicly owned businesses such as stores, call centers, insurance, telephone and utility companies.

Details:

- 200 hours in class
- Course runs for 8 weeks (25 hours per week, 8:30am – 1:30pm, Monday through Friday)
- Maximum of 10 students per class
- Continuous intake
- Passing Grade (70% at mid & final point)
- College Certificate issued upon successful completion of course
- A minimum enrollment of three students is required to hold this program
- Completion of homework is required



Customer Service – Certificate Course Topics include:

- Technology and Computer Concepts
- Microsoft Office Word and Excel
- Internet Explorer and Email
- Keyboarding (goal: 30 words per minute)
- Introduction to Literacy in the Workplace
- Workplace Math
- Introduction to Communication Essentials: Communicating/Working with Others

