CUSTOMER SERVICE REPRESENTATIVE
CERTIFICATE OF TECHNICAL STUDIES

DEPARTMENT: Business and Information Systems (BSIS)

PROGRAM DESCRIPTION: The Customer Service Representative program prepares students to provide professional and effective customer service skills essential in making a positive impression on current and future customers. Students will be proficient in communication skills, interpersonal skills, and basic business and computer applications skills**.**

PROGRAM ACCREDITATION: N/A

PROGRAM COORDINATOR: Susan Guerrero

PROGRAM INSTRUCTOR(S): Lynette Callahan, Susan Guerrero, Denise Pellegrin, and Brandy Sevin

SPECIAL COMMENTS: All courses in this program of study must be completed with a grade of C or higher.

OVERALL GRADE POINT AVERAGE: Program requirements must be completed with an overall grade point average of 2.0 or higher to receive a certificate of technical studies. Computer application courses (CPTR 1000 & CPTR 1100) have a 5-year term limit or demonstrated competency test.

STUDENT LEARNING OUTCOMES: Students who successfully complete the Customer Service Representative program will be able to

1. Comprehend how to build customer relationships.
2. Demonstrate how to handle customer inquiries.
3. Demonstrate how to assist with customer needs.
4. Comprehend how to implement service recovery.

Curriculum

Course No.	Course Name	Total Cr. Hrs.	Lecture Cr. Hrs.	Lab Cr. Hrs.	Other Cr. Hrs.
Semester 1					
BUSI 2010	Human Relations	3	3	0	0
BUSN 1010	Service Communications	3	2	0	0
BUSN 1100	Introduction to Business	3	3	0	0
CLCR 2000	Career Preparation	2	2	0	0
CPTR 1100	Intro to Computer Applications or				
or CPTR 1000	Intro to Computers	3	3	0	0
KYBD 1100	Keyboarding I	3	3	0	0
		17			

CTS- Customer Service Representative

Total Credit Hours: 17

CIP Code: 5204011

Total Clock Hours: 240