

CERTIFICATE OF COMPETENCY IN CUSTOMER SERVICE

This Non-Credit Customer Service Certificate coursework is designed to benefit students who seek, or want to improve their position at, service related jobs in the American workforce by teaching them communication strategies in a variety of service formats, such as text, email, telephone, video conferencing, and social media. It teaches them conflict management, cultural, and emotional awareness to equip them with the tools and ability to face diverse service environments.

Code	Title	Units
Required courses:		
NC 682	Customer Service I: Fundamentals	0
NC 683	Customer Service II: Essentials	0
Total Units		0

Certificate of Competency Level Student Learning Outcomes

Students completing the Customer Service Certificate of Competency will:

Demonstrate ability to effectively communicate in written formats, such as email and text, spoken formats such as conversations with customers, co-workers, and superiors, and maintain positive professional relationships.

Career Information

Career Opportunities

There are a variety of careers you can do with this major.

To explore more about this major, schedule an appointment (<https://www.citruscollege.edu/stdntsrv/ctcenter/Pages/ApptSchedule.aspx>) with a career counselor.
