

# CERTIFICATE OF COMPETENCY IN CUSTOMER SERVICE FOR RETAIL

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The Non-Credit Customer Service for Retail Certificate coursework is designed to benefit students who seek or want to improve their position in retail by teaching them communication strategies in a variety of service formats, such as text, email, telephone, video conferencing, and social media. It teaches them the importance of product knowledge, sales trends, customer needs, conflict management, and cultural/emotional awareness to equip them with the tools to face diverse service environments.

Code	Title	Units
<b>Required courses:</b>		
NC 682	Customer Service I: Fundamentals	0
NC 683	Customer Service II: Essentials	0
NC 684	Telephone Skills for the Workplace	0
<b>Total Units</b>		<b>0</b>

## Certificate of Competency Level Student Learning Outcomes

Students completing the Customer Service for Retail 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; maintain positive professional relationships with a wide variety of customers; de-escalate high-intensity situations; and maintain awareness of body language and behaviors.

## 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.

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