



*A Course of Study for*

## **CUSTOMER SERVICE**

This program in Customer Service provides marketable business knowledge and professional skills to individuals currently seeking employment in various customer driven industries. The business environment demands that companies provide customers with quick, efficient, correct service that is intended to be delightfully memorable. This program introduces students to the theories of the customer service exchange and their practical application during a customer encounter.

### **CERTIFICATE OF COMPLETION REQUIREMENTS**

- Satisfactory completion of each of the courses in the Area of Emphasis

### **CATALOG RIGHTS**

A student may satisfy the requirements of a degree that were in effect at any time of the student's *continuous* enrollment. Continuous enrollment is defined as enrolment in consecutive Fall and Spring semesters until completion.

### **CUSTOMER SERVICE, CERTIFICATE OF COMPLETION (NONCREDIT)**

**Program Learning Outcomes:** Upon completion of the program, students will demonstrate the comprehensive analysis of a customer encounter and address or resolve the situation using effective customer service techniques.

#### **AREA OF EMPHASIS: (0 UNITS)**

Required Courses:

**BUS NC 911, Customer Service Level 1 (0)**

**BUS NC 912, Customer Service Level 2 (0)**