

# Customer Service Skills Certificate

Enroll Today

PIERCE COLLEGE



## EARN IT WITH ONLY 3 CLASSES!!!

Effective customer service skills can be the secret to career success. The essential skills you will practice in these classes are crucial to managing working relationships, leading teams, and succeeding in job interviews. Your customer service experience can launch you into a fulfilling career.

### Become a Customer Service Professional

<b>CAOT 001 or CAOT 002</b>	Keyboarding I (3 units) or Keyboarding II (3 units)
<b>CAOT 048</b>	Customer Service (3 units)
<b>CAOT 082 or CAOT 100</b>	Microcomputer Software Survey in the Office or Windows-Based Computer Applications (3 units)

Upon successful completion of this skills certificate program, students will be able to:

- Obtain a job as a customer service representative.
- Effectively respond to customer inquiries.
- Apply verbal, nonverbal, and listening communication skills.
- Use the Windows operating system to manage files and Microsoft Office applications (Word, Excel, PowerPoint, and Access).



For more information, EMAIL US AT:  
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