

Customer Service Office Support CERTIFICATE

Program Overview

This program provides entry level training for a customer service position. Students will learn how to resolve conflict, develop listening skills, interpersonal and problem solving skills. The program covers Microsoft Office Software: Excel, Word, PowerPoint, Access and Outlook. Students will also learn communication, teamwork, and other business professional skills.

Career Opportunities

1. Customer Service Representative
2. Account Representative
3. Bank Teller

Program Outcomes

1. Assess internal and external customer needs.
2. Evaluate activities of staff, information and facilities.
3. Perform administrative office procedures.

Program Faculty

Kimberley Slaker
kimberley.slaker@saintpaul.edu

Class Options

This program can be completed by using a combination of day, evening, and online classes. Part-time and full-time options are available.

Program Requirements

Check off when completed

Required Courses	Cr
<input type="checkbox"/> BTEC 1410 Advanced Keyboarding	3
<input type="checkbox"/> BTEC 1421 Business Information Applications 1	3
<input type="checkbox"/> BTEC 1423 Business Information Applications 2	4
<input type="checkbox"/> BTEC 1530 Communication Technology	4
<input type="checkbox"/> BTEC 2410 Business Procedures	4
<input type="checkbox"/> BUSN 1449 Business Communications	3
<input type="checkbox"/> BUSN 1520 Customer Service	3
<input type="checkbox"/> BUSN 2465 Business Ethics	3
Total Program Credits	27

Program Start Dates

Fall, Spring, Summer

Course Sequence

The following sequence is recommended for a full time student; however, this sequence is not required. Contact Program Faculty for questions.

First Semester

BTEC 1410 Advanced Keyboarding	3
BTEC 1421 Business Information Applications 1	3
BTEC 1530 Communication Technology (spring only)	4
BUSN 1449 Business Communications	3
Total Semester Credits	13

Second Semester

BTEC 1423 Business Information Applications 2	4
BTEC 2410 Business Procedures	4
BUSN 1520 Customer Service (spring only)	3
BUSN 2465 Business Ethics	3
Total Semester Credits	14

Total Program Credits 27

Minimum Program Entry Requirements

Students entering this program must meet the following minimum program entry requirements:

Reading: Score of 250+ or grade of "C" or better in READ 0722 or READ 0724 or EAPP 0900

Writing: Score of 250+ or grade of "C" or better in ENGL 0922 or EAPP 0900

Arithmetic: Score of 225+

Keyboarding Skills: Minimum of 25 WPM with 3 errors or less or a grade of C or better in BTEC 1400

Computer Skills: Basic computer skills such as word processing, spreadsheets, and Internet usage or a grade of C or better in BTEC 1418.

Assessment Results and Prerequisites:

Students admitted into Saint Paul College programs may need to complete additional courses based on assessment results and course prerequisite requirements. Certain MATH, READ, and ENGL courses have additional prerequisites.

Degree option may have a greater requirement than this certificate.

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*Information is subject to change.
This Program Requirements Guide is not a contract.*