

# 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. Graduates will possess the basic knowledge and skills required for entry level customer service roles.
2. Graduates will reflect professional standards, ethics, and social responsibility.
3. Graduates will develop skills in effective communication, problem solving techniques, and professional behavior.

## Program Faculty

Alli Vainshtein    alli.vainshtein@saintpaul.edu  
651.846.1529

## 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
<b>Total Program Credits</b>	<b>27</b>

## 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
BUSN 1449 Business Communications	3
BTEC 1530 Communication Technology	4
<b>Total Semester Credits</b>	<b>13</b>

### Second Semester

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

**Total Program Credits** . . . . . 27

### Minimum Program Entry Requirements

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

**Reading:** Score of 78+ or grade of C or better in READ 0722

**Writing:** Score of 78+ or grade of C or better in ENGL 0922

**Arithmetic:** Score of 20+

**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.*

386C (7215)

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