

Customer Service Specialist

405 Hours / 12 Weeks

Program Objectives:

The techniques and tools covered in this program will help the student to understand the basic needs of customers. It will outline the four reasons why quality service is important. The Instructors will teach the student how to handle complaints and difficult customers, and help to anticipate the customer's needs. Everyone in an organization has something to do with customers daily. Customer service is the foundation on which success and profitability are built.

This program guides you through the establishment of quality customer service procedures to help you in the business world. The principles covered can be applied for internal and external customers alike. This program of study also prepares the student who want to become certified in Microsoft Office applications. This can lead to a certification as a Microsoft Certified Specialist (MOS). Through lecture and appropriate Lab Training, the program will provide the student with the technical, manual and manipulative skills and knowledge to be employed as an entry level Customer Service Specialist, Representative and Microsoft Office Specialist.

The program is designed to provide students with the knowledge and skills necessary to perform Customer Service functions as well as office functions and it will build a foundation for other Microsoft Certifications.

Courses:

Windows
Microsoft Word
Microsoft Excel
Microsoft Access
Microsoft PowerPoint
Microsoft Outlook
Internet Explorer
Customer Service Level I
Customer Service Level II
Career Development