



**CURRICULUM GUIDE
2015-2016**

CUSTOMER SERVICE ACADEMY

Certificate of Accomplishment in Customer Service Academy

Requirements for Certificate of Accomplishment:

- a) Complete satisfactorily the courses listed for the particular certificate.
- b) Complete at least 50% of the required units at Ohlone College.
- c) Maintain a 2.0 grade point average.

CUSTOMER SERVICE ACADEMY

This program is a Customer Service Academy workforce readiness program that teaches students best practices for customer service need.

Student Learning Outcomes

- 1. Apply the following skills to their interactions with both internal and external customers: Customer service, communication, attitude, team work, values and ethics, time management, stress management, conflict management, decision making and problem solving, and managing organizational change.

BSM-110A	Communications in the Workplace	.5
BSM-110B	Writing Skills for Managers	.5
BSM-110C	Attitude in the Workplace	.5
BSM-110D	Decision Making and Problem Solving	.5
BSM-110E	Managing Organizational Change	.5
BSM-110F	Stress Management	.5
BSM-110G	Team Building	.5
BSM-110H	Time Management	.5
BSM-110I	Conflict Resolution	.5
BSM-110J	Values and Ethics	.5
CAOT-101A	Computer Applications I	<u>.5</u>
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