



**CURRICULUM GUIDE  
2016-2017**

**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. Develop the necessary skills to be effective in their interactions with both internal and external customers.

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-110G	Team Building	.5
BSM-110H	Time Management	.5
BSM-110I	Conflict Resolution	.5
BSM-110J	Values and Ethics	.5
BSM-110K	Customer Service	.5
CAOT-101A	Computer Applications I	<u>2</u>
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