



**CURRICULUM GUIDE
2019-2020**

CUSTOMER SERVICE ACADEMY

Certificate of Completion in Customer Service Academy

CUSTOMER SERVICE ACADEMY

This noncredit certificate teaches students best practices along with terminology for customer service needs.

Requirements for Certificate of Completion

- a) Complete all of the courses at Ohlone College.

Student Learning Outcomes

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

BSM-910A	Communication in the Workplace	9 hours
BSM-910B	Writing Skills for Managers	9 hours
BSM-910C	Attitude in the Workplace	9 hours
BSM-910D	Decision Making and Problem Solving	9 hours
BSM-910E	Making Organizational Change	9 hours
BSM-910F	Stress Management in the Workplace	9 hours
BSM-910G	Team Building	9 hours
BSM-910H	Time Management	9 hours
BSM-910I	Conflict Resolution	9 hours
BSM-910J	Values and Ethics	9 hours
BSM-910K	Customer Service	<u>9 hours</u>
		99 hours