



CURRICULUM GUIDE 2019-2020

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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