



**CURRICULUM GUIDE  
2021-2022**

**CUSTOMER SERVICE ACADEMY**

**Certificate of Completion in Customer Service Academy**

**INTEREST AREA: BUSINESS**

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