



## **CURRICULUM GUIDE 2020-2021**

### **CUSTOMER SERVICE: COMMUNICATION AND WRITING**

#### **Certificate of Completion in Customer Service: Communication and Writing**

This noncredit certificate provides a venue for students to learn best communication and writing approaches and practices to use in customer service occupations. This certificate is an ideal learning venue for the non-traditional student who may have English as a second language 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 when communicating and writing for both internal and external customers.

BSM-910A	Communication in the Workplace	9 hours
BSM-910B	Writing Skills for Managers	9 hours
BSM-910H	Time Management	<u>9</u> hours
		27 hours