

Customer Service Certificate

Description

This certificate prepares students for entry-level customer service positions such as customer service representative or receptionist.

The coursework offers a foundation in computer skills typically used in customer service careers as well as develops the skills and techniques focused on meeting customer wants and needs.

Individuals interested in this field should enjoy providing information to and resolving issues for customers whether it is in person, using the telephone or on the Internet. They must also enjoy working with a computer to input and access electronic data.

Outcomes

- Develop a customer service improvement plan.

Certificate: 97-106-5

Campus: Beaver Dam, Fond du Lac and West Bend

Career Opportunities

- Prepares individuals as customer service representatives and receptionists.

Admission Process

- Submit the college admission application.
- Submit the \$30 one-time fee.
- Meet with an admissions specialist to determine the best course sequencing and prerequisites (strongly encouraged).

The Final Steps

When you are in the last semester of coursework, complete the graduation candidacy form and submit it with the \$25 fee to the Registration Office.



For additional information, visit
www.morainepark.edu

Beaver Dam **Fond du Lac**
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Beaver Dam, WI 53916-1994 Fond du Lac, WI 54935-2884

920-924-3207

West Bend TTY 920-929-2109
2151 North Main Street 1-800-472-4554
West Bend, WI 53090-1598

Course Number	Course Title	Year	2009-2010					2010-2011						
			Ct.	S	F	W	P	S	F	W	P			
103-159	Computer Literacy - Microsoft Office	1												
103-165	Exploring the Internet With Client Software	1												
106-112	Information Storage and Retrieval	2												
106-120	Document Processing	1												
106-122	Customer Service Applications	2												
801-196	Oral and Interpersonal Communication	3												
890-125	Student Success	1												
Total		11												

Schedule a Course

Academic Planner

Note: Students with keyboarding experience must take a keyboarding placement/advanced standing test prior to enrolling in the Document Processing course (106-120).

Students with no keyboarding experience enroll in the Keyboarding course (106-103) prior to enrolling in the Document Processing course.

Semester Codes: S - Summer F - Fall W - Winter P - Spring