DEGREES & CERTIFICATES

CUSTOMER SERVICE CERTIFICATE OF COMPLETION (NL)

About the Program

This customer service program is a short-term (typically one year) non-credit program. It is a career technical education program designed to prepare students for workplace readiness in all levels of business. The program will help students at all levels if their career from interviewing, managing, decision making, and working with people on a daily basis. The program will also aid students in preparing for college-level courses in Business.

Career Opportunities

Employment opportunities include working in fields related to retail, customer service, marketing, sales, management, and small business. The skills taught in these classes are soft skills which have been identified from our advisory board, local employers, and Bureau of Labor Statistics as valuable and desirable. In addition to a traditional career, this will prepare students for the gig economy.

Program Outcomes

- Upon completion of the Certificate of Completion in Customer Service, students are able to demonstrate how to prioritize responsibilities in relation to deadlines/time demands.
- Upon completion of the Certificate of Completion in Customer Service, students are able to identify personal strengths and areas of improvement in relation to business roles and expertise.
- Upon completion of the Certificate of Completion in Customer Service, students are able to recognize multiple tools in improving customer satisfactions and loyalty.

Required Core: Select One (9 Hours)

Course Number	Course Title	Hours
NBUS 200	Communication in the Workplace	9
NBUS 210	Customer Service	9

List A: Select Four (36 Hours)

Course Number	Course Title	Hours
NBUS 201	Writing Skills for Managers	9
NBUS 202	Attitude in the Workplace	9
NBUS 203	Decision Making and Problem Solving	9
NBUS 204	Managing Organizational Change	9
NBUS 205	Team Building	9
NBUS 206	Time Management	9
NBUS 207	Conflict Resolution	9
NBUS 208	Stress Management in the Workplace	9
NBUS 209	Values and Ethics	9

Total Hours: 45