

NONCREDIT BUSINESS

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 in 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.

Learning and Career Pathway Maps

[View Program Pathway Map](#)

Required Core: Select One (9 Hours)

| Prefix # | Title | Hours |
|----------|--------------------------------|-------|
| NBUS 200 | Communication in the Workplace | 9 |
| NBUS 210 | Customer Service | 9 |

List A: Select Four (36 Hours)

| Prefix # | 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