

CUSTOMER SERVICE CERTIFICATE

CERTIFIED CUSTOMER SERVICE/ CALL CENTER REPRESENTATIVE

CERTIFICATE NUMBER 1202

The certified customer service/call center program is designed for call center and service agents in a call center environment. The students will work on state of the art equipment that will help students understand how to communicate via voice as well as other modalities of communication. You will develop communication skills to listen and respond to customer needs. Students will develop technical skills to operate equipment and software, sales skills to qualify the client for appropriate product/services, and interpersonal skills to provide consistent, quality service. The skills will be developed in an actual lab with hands on and practical experience. You will learn the importance of your role as the "face" of the company to the customer. And you will learn to greet every customer with a smile.

Upon successful completion of the program, you will be prepared for an industry recognized credential. You will be prepared to enter the workforce with confidence in your skills and abilities.

JOB TITLES: Customer Service Representative, Account Manager, Client Services Representative, Account Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Account Service Representative, Call Center Representative

ATTIRE: In order to project a professional image, business casual attire is required. Shirts need to be 2" below the waist band even when sitting or raising arms. *Unacceptable attire includes:* tank, halter, or tube tops; spaghetti straps; mini-skirts or –shorts; cut-off shorts; any garment that is too revealing of your back, midriff, or chest, and inappropriate graphics or lettering, etc.

LOCATION: Gateway Community College Deer Valley Campus 2931 W Bell Rd. Phoenix, AZ 85053

CLASS HOURS: M-R 8:00AM-2:30PM

CATALOG ID	COURSE NAME	EST. CLOCK HOURS	EST.TUITION	LAB FEES
BLOCK I				
ESP 150	Strategies for Student Success	48	\$240.00	\$15.00
CSS 099	Introduction to Call Centers	204	\$1020.00	\$125.00
BLOCK II				
CSS 229	Supervisory Skills in Call Centers	192	\$960.00	\$0
BLOCK III				
CSS 205	Exploring Call Center Careers	192	\$960.00	\$0
ESP 118	Career Readiness	12	\$60.00	\$0
Program Totals	*Completion times and program costs are estimated based on a 24-hour per week schedule – your actual costs will vary. Book Fees = Actual Cost to reflect cost of books at time of purchase.		ESTIMATED CLOCK HOURS 648 ESTIMATED CLOCK HOUR TUITION \$3,240.00 LAB FEES \$140.00 ESTIMATED TOTAL* \$3,380.00 BOOK FEES ACTUAL COST	