

ADMINISTRATIVE ASSISTANT, CUSTOMER RELATIONS SPECIALIST - CERTIFICATE OF ACHIEVEMENT

Plan Code: 3199

This program will prepare students for employment in a variety of fields that require knowledge of computer information systems and the ability to enter and process data using MS Office Suite, business communications skills, and training in human relations/customer service. This program helps students learn communication skills and customer service techniques that are in demand in the workforce.

Program Student Learning Outcomes

- Apply effective communication skills to satisfy customers' needs and build relationships.

Program Requirements

Code Number	Course Title	Units
REQUIRED COURSES		
BCOM 15	Business Communications	3
BCOM 260	Channels of Business Communication	1
BCOM 262	Interpersonal Skills for the Workplace	1
BCOM 263	Customer Service	3
Total Units		8