



## Business Skills Learning Series

### Business Customer Service

#### Course Description

The goal of this course is to prepare students to work in the Customer Service field. Students will learn all the skills they need to communicate positively and professionally with customers, both internal and external.

Completers will be prepared to pass an industry-recognized Customer Service certification exam, and will be qualified to pursue a large variety of positions in the Customer Service field. These positions are in demand, as small, medium, and large companies in all industries work to improve customer satisfaction and efficiency.

Students will learn to build a rapport with customers using clear, positive communication techniques. They will learn to work through the call and any customer issues comfortably and effectively, confirming an understanding of the problem and offering the best possible solutions.

#### Sample Job Titles:

Customer Service Representative, Account Manager, Client Services Representative, Account Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative, and other similar titles.



**Tuition:** \$1,700.00