

# Customer Service Office Support CERTIFICATE

## Program Overview

This program provides entry level training for a customer service position. Students will learn how to resolve conflict, develop listening skills, interpersonal and problem solving skills. The program covers Microsoft Office Software: Excel, Word, PowerPoint, Access and Outlook. Students will also learn communication, teamwork, and other business professional skills.

## Career Opportunities

1. Customer Service Representative
2. Account Representative
3. Bank Teller

## Program Outcomes

1. Assess internal and external customer needs.
2. Evaluate activities of staff, information and facilities.
3. Perform administrative office procedures.

## Program Faculty

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## Class Options

This program can be completed by using a combination of day, evening, and online classes. Part-time and full-time options are available.

## Program Requirements

Check off when completed

Required Courses	Cr
<input type="checkbox"/> BTEC 1410 Advanced Keyboarding . . . . .	3
<input type="checkbox"/> BTEC 1421 Business Information Applications 1 . . . . .	3
<input type="checkbox"/> BTEC 1423 Business Information Applications 2 . . . . .	4
<input type="checkbox"/> BTEC 1530 Communication Technology . . . . .	4
<input type="checkbox"/> BTEC 2410 Business Procedures . . . . .	4
<input type="checkbox"/> BUSN 1449 Business Communications . . . . .	3
<input type="checkbox"/> BUSN 1520 Customer Service . . . . .	3
<input type="checkbox"/> BUSN 2465 Business Ethics . . . . .	3
<b>Total Program Credits . . . . .</b>	<b>27</b>

## Program Start Dates

Fall, Spring, Summer

## Course Sequence

The following sequence is recommended for a full time student; however, this sequence is not required. Contact Program Faculty for questions.

### First Semester

BTEC 1410 Advanced Keyboarding . . . . .	3
BTEC 1421 Business Information Applications 1 . . . . .	3
BTEC 1530 Communication Technology . . . . .	4
BUSN 1449 Business Communications . . . . .	3
<b>Total Semester Credits . . . . .</b>	<b>13</b>

### Second Semester

BTEC 1423 Business Information Applications 2 . . . . .	4
BTEC 2410 Business Procedures . . . . .	4
BUSN 1520 Customer Service (spring only) . . . . .	3
BUSN 2465 Business Ethics . . . . .	3
<b>Total Semester Credits . . . . .</b>	<b>14</b>

**Total Program Credits . . . . . 27**

### Minimum Program Entry Requirements

Students entering this program must meet the following minimum program entry requirements:

**Reading:** Score of 250+ or grade of "C" or better in READ 0722

**Writing:** Score of 250+ or grade of "C" or better in ENGL 0922

**Arithmetic:** Score of 225+

**Keyboarding Skills:** Minimum of 25 WPM with 3 errors or less or a grade of C or better in BTEC 1400

**Computer Skills:** Basic computer skills such as word processing, spreadsheets, and Internet usage or a grade of C or better in BTEC 1418.

### Assessment Results and Prerequisites:

Students admitted into Saint Paul College programs may need to complete additional courses based on assessment results and course prerequisite requirements. Certain MATH, READ, and ENGL courses have additional prerequisites.

*Degree option may have a greater requirement than this certificate.*

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*Information is subject to change.  
 This Program Requirements Guide is not a contract.*