

Customer Service

Certificate of Completion

Credits Required: 7

Division: Math, Science & Business Technology

Contact: MSBT@kckcc.edu

Respond to the needs of local employers with a Customer Service Certificate of Completion. This 7-credit hour certificate will prepare you, as you move into a supervisory role, in the areas of communications, human relations, motivation, problem-solving, supervision, and organizational skills. The higher quality of customer service you provide your employer, the more valuable an employee you will become. This certificate is geared for those who are new to a managerial role, as well as anyone who works with the public.

Requirements for Admission to the program:

- No requirements for admission to the program.
- Contact program for program-specific advising.

Customer Service Certificate Requirements*

Course		Credit Hours
BUSN 0140	Essential Career Skills	1
BUSN 0293	Business Dynamics	2
BUSN 0267	Supervision Skills	2
BUSN 2253	Customer Service	2
*See course syllabi for Customer Service course prerequisites.		

Total Hours for an Customer Service Certificate of Completion	7
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