

Customer Service at Highland and Rose Park

COURSES & HOURS

KBA1 0010 Keyboarding Basics	60
KBA1 0110 Computer Literacy	90
KBA1 0520 Business Correspondence	90
KBA1 0020 Business Calculations	60
KWRK 0500 Job-Seeking Skills	30
KWRK 0400 Workplace Relations	60
Total Program Hours	390

Great customer service is a key to the success of today's businesses, and companies rely on their employees to represent themselves and the company in a professional manner as they assist customers. Employees who have been trained in basic business skills and in accepted customer service practices can be a strong asset to a wide range of companies. The Customer Service program provides foundational training in basic business practices and operations, preparing you for employment in a variety of organizational settings.

Occupations in this Area

For state and national occupation information, visit <http://online.onetcenter.org/find/and> enter the following O*Net code(s):

- 43-4051.00 Customer Service Representative
- 43-4081.00 Hotel, Motel, and Resort Desk Clerks
- 43-4151.00 Order Clerk

QUICK FACTS

Location:
Highland
Rose Park

Program Hours:
390

Application Fee:
\$40.00

Total Tuition:
\$682.50

Total Lab Fee:
\$60.00

Books/Supplies:
\$175.00

Financial Aid:
VA

Information current at time of printing.