



CERTIFICATE REQUIREMENTS

www.cvtc.edu – 1-800-547-2882

Customer Service Representative Technical Certificate

This certificate is designed for people who want to enhance or update their skills in the software and customer service arena. The student may elect an emphasis in medical, legal, or general business. Most of the classes in this certificate are available in an open-lab or online format.

Course Number	Course Title	Hrs./ Week	Credits	Prerequisite(s)/Comments
106-146	Quality Customer Service	4	3	_____
103-102	Microsoft Office Suite	3	2	_____
106-140	Office Procedures	4	3	_____
106-105	Business Words at Work		3	_____
	Total Credits		11 cr.	

TOTAL CREDITS REQUIRED = 11