



Customer Service Academy



Earn a Job Skills Certificate in Customer Service **SATURDAY CLASSES!**

Customer Service Academy

Job Skills Certificate **JSC**

The Customer Service Academy Skills Award provides training in key areas of customer service and supervisory leadership, and equips students with communication, leadership and teamwork skills that can be applied in their workplace.

Program Learning Outcomes: Demonstrate the skills necessary to provide customer service in a business environment; demonstrate the skills necessary to communicate in a business environment; demonstrate the skills necessary to problem solve in a business environment; demonstrate conflict resolution skills, time management, and stress management skills necessary to provide customer service in a business environment.

Completion of 5 units is required to earn this skills award.

MGMT P050	Communication in the Workplace	.5 unit
MGMT P051	Customer Service	.5 unit
MGMT P052	Team Building	.5 unit
MGMT P053	Attitude in the Workplace	.5 unit
MGMT P054	Values and Ethics	.5 unit
MGMT P055	Stress Management	.5 unit
MGMT P056	Time Management	.5 unit
MGMT P057	Conflict Resolution	.5 unit
MGMT P058	Decision Making and Problem Solving	.5 unit
MGMT P059	Managing Organizational Change	.5 unit

REGISTER TODAY → **CRN 33068**

The next class, MGMT P051 “Customer Service” begins Saturday, April 8. The class will be held from 9:00 A.M. to 1:30 P.M. on 4/8/17 and 4/15/17. Classes will be held at Burton Horizon Academy 1414 W. Olive Ave. Porterville