

CUSTOMER SERVICE: EFFECTIVE TEAMS

Customer service is a keystone to all successful businesses. Teamwork among employees and leaders is essential to internal and external customer service and satisfaction. This Customer Service: Effective Teams certificate includes three noncredit courses (NC 1070, NC 1073 and NC 1074) that provide students with general knowledge, skills and awareness for being both a team leader and team player, making decisions from a big picture perspective, and supporting attitudes and behaviors that promote positive outcomes and assure good customer service.

Code	Title	Units
NC 1070	CUSTOMER SERVICE: DECISION MAKING AND PROBLEM SOLVING	6
NC 1073	CUSTOMER SERVICE--THE RIGHT ATTITUDE	6
NC 1074	CUSTOMER SERVICE: TEAM BUILDING	6
Total Hours		18