



# CUSTOMER SERVICE REPRESENTATIVE

## Certificate of Achievement

This program is designed for students who want a fast-track course of study that will enable them to enter the job market with customer service skills. Students may apply for the Customer Service Representative Certificate of Achievement upon completion of a minimum of 13 units in required courses with a grade of “C” or better.

CAOT 1	Computer Keyboarding I.....	3
OR CAOT 62	Personal Computer Keyboarding.....	2
CAOT 31	Business English.....	3
CAOT 34	Business Terminology.....	2
CAOT 48	Customer Service.....	3
CAOT 82**	Microcomputer Software Survey.....	3
	<b>Total.....</b>	<b>13-14</b>

\*\*This course has an advisory.

**Only 13 Units!**

