

East Los Angeles College
Fall 2011
Begins Tuesday, August 30
Ends Thursday, December 15



CAOT 48 - 3 Units (CSU)
CUSTOMER SERVICE
Section #0528

9:00 a.m.—10:25 a.m. T Th CROSS, K E7-416

This course is designed to raise awareness on dealing effectively with customers and people in the workplace and highlights how an organization can deliver service excellence. Emphasis will be placed on communications, diversity, technology, and customer loyalty issues.

For more information, go to the instructor's ELAC faculty web page (<http://faculty.elac.edu/crossks>) or email crossk@go.elac.edu for information.

CUSTOMER SERVICE REPRESENTATIVE *Only 13 Units!*

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 I3
- OR** CAOT 62 Personal Computer Keyboarding2
- CAOT 31 Business English3
- CAOT 34 Business Terminology.....2
- CAOT 48 Customer Service3
- CAOT 82** Microcomputer Software Survey3

**This course has an advisory.

