

# CERTIFIED CUSTOMER SERVICE SPECIALIST

## Mini-Certificate

This program is designed by the Georgia Department of Technical and Adult Education in response to the needs of employers in Georgia's rapidly growing service industries. This program will prepare students to interact effectively with customers in a wide variety of jobs. Special enrollment factors apply; students considering this program are advised to consult with the program director before declaring the major.

| <b>Course</b> | <b>Number</b> |  | <b>Credit Hours</b> |
|---------------|---------------|--|---------------------|
| CCSS          | 1161          | Service Industry Business Environment      | 2                   |
| CCSS          | 1162          | Customer Contact Skills                    | 4                   |
| CCSS          | 1163          | Computer Skills for Customer Service       | 3                   |
| CCSS          | 1164          | Business Skills for Customers              | 2                   |
| CCSS          | 1165          | Personal Effectiveness in Customer Service | 2                   |
|               |               | Total                                      | <u>13</u>           |