

**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	<u>2</u>
		Total	13