

## Customer Service Specialist Concentration (CSPC)

### Certificate in Professional Studies (CERT\_ADOT)

Flanagan Campus, Lincoln and Knight Campus, Warwick

The Customer Service Specialist concentration provides students with the training necessary for employment in entry-level customer service positions. Front-line customer service representatives interact with their customers every day. This program gives students the skills and techniques required to provide outstanding customer service and support. Students who successfully complete this program may sit for the Help Desk Institute's customer service exam.

Credits earned in this certificate program can be applied toward an Professional Studies or General Studies degree.

**Note:** Many courses require prerequisites, corequisites and/or testing. [See course descriptions for details.](#)

#### RECOMMENDED COURSE SEQUENCE

- First semester: OFTD 1130, 1160; COMI 1451, 1640
- Second semester: OFTD 1140; ENGL 1400
- Third semester: OFTD 1105, 1380

#### General Education Requirements

COURSE NO.	COURSE TITLE	COURSE NOTES	CREDITS
OFTD 1130	Editing Skills for Office Communications I		2
OFTD 1160	Basic Keyboarding Mastery		2
OFTD 1140	Office Technology & Procedures I		3
OFTD 1105	Essential Note Taking Skills		1
OFTD 1380	Customer Service Essentials		5
ENGL 1400	Business Writing for Office Professionals		3
COMI 1451	Introduction to WINDOWS		1
COMI 1640	Introduction to Word Processing		1
Total General Education Requirements Credits			18
<b>Total Program Credits</b>			<b>18</b>