

CUSTOMER SERVICE, SHORT-TERM TECHNICAL CERTIFICATE

Curriculum Code #0001

Effective May 2023

Division of Engineering, Business and Information Technologies (<http://catalog.lorainccc.edu/academic-programs/engineering-business-information-technologies/>)

The customer service short-term technical certificate will provide participants with the knowledge and skills needed to work in a growing field and to effectively deal with the public as customers. Customer service positions are found in many areas of business including manufacturing, banking, retail stores, tourism and hospitals. Completion of this short-term technical certificate may be applied to fulfill partial requirements in a variety of majors for the associate of applied business degree.

Code	Title	Hours
SEMESTER CURRICULUM		
BADM 211	BUSINESS COMMUNICATIONS	3
CISS 121	MICROCOMPUTER APPLICATIONS I	3
MKRG 113	PRINCIPLES OF SELLING	3
MKRG 211	APPLIED MARKETING ESSENTIALS	3
MKRG 245	SOCIAL MEDIA MARKETING	3
SDEV 101	INTRODUCTION TO THE LCCC COMMUNITY ¹	1
Total Hours		16

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A student must register for the orientation course when enrolling for more than six credit hours per semester or any course that would result in an accumulation of 13 or more credit hours.

Program Contact(s):

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For information about admissions, enrollment, transfer, graduation and other general questions, please contact your advising team (<https://www.lorainccc.edu/admissions-and-enrollment/advising-and-counseling/>).

More program information can be found on our website.
(<https://www.lorainccc.edu/business-programs/customer-service/>)

Program Learning Outcomes

1. Recognize the components of quality, professional and ethical customer service delivery required in an entry-level position
2. Communicate effectively with a diverse group of stakeholders using verbal, written and digital methods