

CUSTOMER SERVICE (CSRV)

CSRV 1000 - Customer Service (3 Credit Hours)

This course is intended to help participants' progress from learning about themselves, to learning how to relate to their internal customers as well as their external customers in the workplace.

Prerequisite(s): None

(3/0/3)

CSRV 2000 - Customer Service & Sales (3 Credit Hours)

This course is intended to help students to understand the importance of recognizing a customer's needs and offering solutions. This course will provide the student with more confidence and skills to transition calls from issue resolution to offering additional products or services.

Prerequisite(s): None

(3/0/3)