



Customer Service with Microsoft Certifications

Qualifications: Students must have High School Diplomas or GED



Curriculum

This 12 week certification program will allow students to pursue entry level customer service positions. Students will become more proficient in all areas of customer service including customer communications and organization. Upon completion of this certification program, students can seek to gain employment in the following areas: Call Centers, Credit Card Companies, Insurance Agencies, Financial Institutions and brick & mortar and online retailers. The opportunity for job growth will provide you the ability to move up your career ladder. In addition, the Microsoft Word and Excel certifications will demonstrate that each candidate meets globally recognized performance standards.

Some of the course objectives include: Constructing documents that include SmartArt graphics, Sorted lists and tables, Constructing workbooks that include cell names, financial functions and team building skills, and verbal communication.

Tuition

- \$4,995.00
- 360 Hours
- 30 Hours Per Week
- 12 Weeks

Schedule

- Monday-Friday
- 8am-2:30pm
(Schedule is subject to change)

Text

- Microsoft Office 2016 Word-Shelly Cashman Series
- Microsoft Office 2016 Excel-Shelly Cashman Series
- Effective Communications for Colleges-Brantley and Miller
- Customer Service Skills for Success-Lucas

Course Schedule

- Weeks 1-2: Effective Communications
- Weeks 3-6: Customer Service Skills
- Weeks 7-9: Microsoft Word and Exam Prep
- Weeks 10-12 Microsoft Excel and Exam Prep

For more information, please contact the Lackawanna College Training Institute at (570) 504-1586.