CUSTOMER SERVICE REPRESENTATIVE

LONG BEACH CITY COLLEGE

Curriculum Guide for Academic Year 2010-2011

Certificate of Achievement and/or Associate in Arts Degree or Certificate of Accomplishment

ALL INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE WITHOUT NOTICE.

For possible updates to this guide please refer to the following website: http://osca.lbcc.edu

CAREER OPPORTUNITIES

Students prepare for a customer service representative position in a call center or walk-in service center by developing essential skills for telephone and written communication, computer proficiency, data entry, time management, and successful customer interactions.

This Certificate of Achievement prepares students for a career in customer service and serves as a foundation for specialization.

This Associate degree prepares students for career advancement once a certificate has been earned.

DEPARTMENT ADMISSION REQUIREMENTS

None. For more information regarding courses go to http://caot.lbcc.edu, call (562) 938-4904, or email caot@lbcc.edu.

REQUIRED COURSES		***UNITS***	In Progress	Completed Grade
CAOTC 31A	Microsoft Windows Operating System (F, SP, S)	2		
CAOTC 39A	Microsoft Word for Windows (F, SP)	3		
CAOTC 45	Internet for Office and Personal Use (F, SP, S)	2		
CAOTC 250A, B	Data Entry - Levels 1, 2 (F, SP)	3:3		
CAOTO 15	Business Communications (F, SP, S)	3		
CAOTO 260	Business Telephone Procedures (F, SP, S)	1		
CAOTO 261	Business English (F, SP, S)	3		
CAOTO 262	Soft Skills for the Workplace (F, SP, S)	1		
CAOTO 263	Customer Service (F, SP, S)	3		
CAOTT 209AB	Speed/Accuracy Bldg for Typists (F, SP)	1		
Subtotal Units		**25**		

REQUIRED COMPETENCIES:	Typing certificate of at least 30 words per minute for 5 minutes with 5 or fewer errors by the end of the program. Data entry certificate of at least 9,000 keystrokes per hours and at least 98 percent accuracy on a 5-minute test within the previous 12 months.

ELECTIVES

Select any *THREE* (3) units from the following:

		UNITS	**In Progress**	**Completed Grade**
CAOTC 34	Introduction to Computers & Applications (F, SP, S)	3		
CAOTC 35	Microsoft Office-Specialist (F, SP, S)	3		
CAOTC 41E	Microsoft Excel for Windows (F, SP, S)	3		
CAOTC 47A	Access for Windows, Beginning (F, SP)	3		
CAOTC 211	Discovering Computers (F, SP, S)	1		
CAOTC 215A	Microsoft Outlook for Windows (F, SP)	2		
CAOTC 235	Microsoft Office-Expert (F, S)	3		
CAOTO 216	Proofreading Skills (F, SP, S)	1		
CAOTO 272AD	Work Experience - Computer App & Office Tech (F, SP)	3		
CAOTT 209AB	Speed/Accuracy Bldg for Typists (F, SP)	1		
MKTG 40	Salesmanship (F, SP)	3		
Subtotal Units		**3**		
TOTAL UNITS		**28**		

LEGEND
(F = Fall) (SP = Spring) (S = Summer) (INF = Infrequently) = Represents general frequency of course offering

GRADUATION REQUIREMENTS

For **CERTIFICATE OF ACHIEVEMENT:**

This certificate is a one- to two-year program to develop job skills for employment. Complete the required units with a minimum grade of "C" in each course. At least 50 percent of the unit requirements for this career certificate must be completed at Long Beach City College (credit earned by exam, where applicable, may be included).

For **ASSOCIATE DEGREE:**

The Associate degree is a two-year college degree awarded by Long Beach City College that includes general education courses and a field of concentration (major). In addition to the Certificate of Achievement requirements, complete the Associate degree requirements specified in the catalog. You must use the requirements for general education/proficiency and the certificate of achievement from the same catalog year. This catalog year may be any year between the year of initial enrollment to the present, provided continuous enrollment is maintained throughout (see the catalog for definition of "continuous enrollment"). At least 50 percent of the unit requirements for this field of concentration must be completed at Long Beach City College (credit earned by exam, where applicable, may be included).

In general, "double-counting" is not allowed. That is, one course may not be used to fulfill both a field of concentration requirement and a general education requirement.

NOTE: To receive a certificate or degree, you must submit completed application forms in the Admissions and Records Office during your final semester of course work.

SUGGESTED SEQUENCE OF COURSES
This is not an educational plan, as course offerings, student schedules, and circumstances vary. Students must meet all the prerequisites in order to be eligible for the sequence of courses.

A suggested full-time sample sequence of courses for the required 60 units to complete an Associate degree includes:

First Semester		
CAOTC 31A	2	Units
CAOTO 260	1	
CAOTO 261	3	
*CAOTT 200 or 233	1-3	
General Education Course	3-4	
General Education Course	3-4	
Semester Total	**13-17**	**Units**

Second Semester		
CAOTC 39A	3	Units
CAOTC 250A	3	
CAOTO 262	1	
CAOTT 209AB	1	
General Education Course	3-4	
General Education Course	3	
Semester Total	**14-15**	**Units**

Third Semester		
CAOTC 250B	3	Units
CAOTO 15	3	
CAOTO 263	3	
General Education Course	3	
General Education Course	3-4	
Semester Total	**15-16**	**Units**

Fourth Semester		
CAOTC 45	2	Units
CAOT Electives	3	
General Education Course	3	
General Education Course	3	
General Education Course	3-4	
Semester Total	**14-15**	**Units**

LEGEND
* Course is not required for the certificate of achievement but is recommended as preparation for the next-level typing course

CERTIFICATES OF ACCOMPLISHMENT

FOR OFFICE USE ONLY: 4069

Name of Certificate: Basic Customer Service

REQUIRED COURSES			**UNITS**	**In Progress**	**Completed Grade**
	CAOTC 250A	Data Entry – Level 1 (F, SP)	3		
	CAOTC 250B	Data Entry – Level 2 (F, SP)	3		
	CAOTO 260	Business Telephone Procedures (F, SP, S)	1		
	CAOTO 262	Soft Skills for the Workplace (F, SP, S)	1		
	CAOTO 263	Customer Service (F, SP, S)	3		
TOTAL UNITS			**11**		

REQUIRED COMPETENCY:	Data entry certificate of at least 9,000 keystrokes per hour and at least 98 percent accuracy on a 5-minute test within the previous 12 months.

FOR OFFICE USE ONLY: 4071

Name of Certificate: Basic Data Entry

REQUIRED COURSES			UNITS	In Progress	Completed Grade
	CAOTC 250A	Data Entry – Level 1 (F, SP)	3		
	CAOTC 250B	Data Entry – Level 2 (F, SP)	3		
	CAOTT 209AB	Speed/Accuracy Bldg for Typists (F, SP)	1		
TOTAL UNITS			**7**		

REQUIRED COMPETENCIES:	Typing certificate of at least 40 words per minute for 5 minutes with 5 or fewer errors completed within the previous 12 months. Data entry certificate of at least 9,000 keystrokes per hour and at least 98 percent accuracy on a 5-minute test within the previous 12 months. Certificate courses must be completed with a minimum grade of “B” in each course.

FOR OFFICE USE ONLY: 4079

Name of Certificate: Microsoft Excel

REQUIRED COURSE			UNITS	In Progress	Completed Grade
	CAOTC 41E	Microsoft Excel for Windows (F, SP, S)	3		
TOTAL UNITS			**3**		

FOR OFFICE USE ONLY: 4077

Name of Certificate: Microsoft Office

REQUIRED COURSES			UNITS	In Progress	Completed Grade
	CAOTC 35	Microsoft Office-Specialist (F, SP, S)	3		
	CAOTC 235	Microsoft Office-Expert (F, SP)	3		
TOTAL UNITS			**6**		

FOR OFFICE USE ONLY: 4081

Name of Certificate: Microsoft Word

REQUIRED COURSE			UNITS	In Progress	Completed Grade
	CAOTC 39A	Microsoft Word for Windows (F, SP)	3		
TOTAL UNITS			**3**		

REQUIRED COMPETENCY:	Typing certificate of at least 35 words per minute for 5 minutes with 5 or fewer errors completed within the previous 12 months.

LEGEND
(F = Fall) (SP = Spring) (S = Summer) (INF = Infrequently) = Represents general frequency of course offering

CERTIFICATE OF ACCOMPLISHMENT REQUIREMENTS

For **CERTIFICATE OF ACCOMPLISHMENT:**

This certificate builds competency in a specific area and requires less than 18 units. Complete the required units with a minimum grade of “C” in each course. At least 50 percent of the unit requirements for a certificate of completion must be completed at Long Beach City College (credit earned by exam, where applicable, may be included). Please submit completed certificate applications to the Admissions and Records office during the final semester of course work

Students interested in transferring to a university to continue their study in this field of concentration or other majors are strongly advised to consult an LBCC academic counselor and refer to the ASSIST website (www.assist.org) for major preparation information. Counselors can clarify the different major and admissions requirements at a university. Students may visit the Student Success/Transfer Services Center to access further educational resources. If you need to set up an appointment to see a counselor or schedule the SOAR Test, call LAC (562)938-4561 or PCC (562)938-3920.