

Call Center / Customer Services (CSS), Certificate

This program provides a basic knowledge and hands-on practice in the skills required in a customer service/call center environment. The CSS Certificate prepares students for immediate employment in a customer service/call center environment. Florida National University awards a Certificate upon completion of the program.

GRADUATION REQUIREMENTS (A MINIMUM OF 14 CREDITS)

CGS 1030	Introduction to Information Technology	4
MGT 101	Call Center Operations	2
MGT 102	Customer Service Communications	4
MGT 103	Sales & Marketing In A Call Center	1
MGT 104	Professional Development	1
SPA 101	Spanish for Spanish Speakers I	2

Offered at Training Center