

Customer Service/Receptionist at South City

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Location:
South City

Program Hours:
300

Application Fee:
\$40.00

Total Tuition:
\$525.00

Total Lab Fee:
\$60.00

Books/Supplies:
\$360.00

Financial Aid:
VA

Information current at time of printing.

This program provides basic training in keyboarding skill building, data entry, ten-key calculator, computer concepts, Windows, Internet, and e-mail. The course also teaches telephone etiquette, professionalism, business communication skills, and introduction to word processing (MS Word). Special emphasis is given to customer service and life skills training. Students learn to use assertive skills and problem solving to provide quality customer service.

Occupations in this Area

For state and national occupation information, visit <http://online.onetcenter.org/find/and> enter the following O*Net code(s):

- 43-4051.00 Customer Service Representative
- 43-4081.00 Hotel, Motel, and Resort Desk Clerks
- 43-4151.00 Order Clerk
- 43-4171.00 Receptionist and Information Clerks

COURSES & HOURS

KCSR 0110 Beginning Keyboarding	12
KCSR 0120 Data Entry	15
KCSR 0130 Ten-Key	30
KCSR 0140 Comp. Con./Windows	35
KCSR 0150 Cust. Service/Life Skills	60
KCSR 0160 Keyboard Skill Building	68
KCSR 0170 Intro. Word Proc. (Word)	30
KCSR 0180 Business Comm.	35
KCSR 0290 Employment Workshop	15

Total Program Hours 300