



Santiago Canyon College - Orange Education Center

Short Term Vocational Certificate Program

sccollege.edu/cevocational

Customer Service Representative

- Average Hourly Wage: \$16.82
- Over 8,000 Annual California Job Openings through 2014



The Customer Service Representative program is designed to provide students the necessary knowledge and skills to deal directly with customers as a company representative. Students are prepared to work as commercial or residential service representatives in positions in major department stores, collection agencies, credit bureaus, airlines, travel agencies, medical insurance agencies, public utilities and telephone answering services.

Program courses build student skills in: basic touch typing; MS Windows navigation; saving, opening and printing program files and documents using a variety of programs; creating and editing text documents with tables and graphics using MS Word; utilizing basic internet terminology and concepts; performing web-based searches; sending and receiving e-mail with attachments; and interpersonal and customer service skills in the workplace.

Business Skills Program classes are offered fall, spring and summer throughout the Orange and Anaheim Hills area during morning, afternoons, weekday evenings and Saturdays. To register for FREE classes or for more information regarding class dates, times and locations, CALL or VISIT the:

Orange Education Center
 1465 N. Batavia Street
 Orange, CA 92867
 (714) 628-5900

Certificate Requirements & Course Sequence

Introduction to Keyboarding & Basic Windows	60 HRS
Introduction to Word Processing using MS Word	60 HRS
Navigating the Internet	60 HRS
Workforce Readiness	60 HRS
TOTAL HOURS OF INSTRUCTION	240 HRS



Santiago Canyon College, Continuing Education, Business Skills Department, with close collaboration with business and industry grows, adapts, and adjusts its business skills program to meet current and future needs of our community.