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 developing interpersonal and customer service skills in the workplace.

To register or for additional information regarding class dates, times and locations, call or visit any of the following locations:

**OEC Provisional Education Facility (CHAP)**
1937 W. Chapman Ave., Suite 200
Orange, CA 92868
714-628-5900

**Santiago Canyon College (SCC)**
8045 E. Chapman Ave., U-80
Orange, CA 92869
714-628-5929

**College and Workforce Preparation Center (CWPC)**
1572 N. Main St.
Orange, CA 92867
714-628-5999

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**Tuition is FREE - No Recommended Supplies or Textbook**

<table>
<thead>
<tr>
<th>Certificate Requirements &amp; Course Sequence</th>
<th>HRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>VBUS-119 Introduction to Keyboarding &amp; Basic Windows</td>
<td>60</td>
</tr>
<tr>
<td>VBUS-258 Navigating the Internet</td>
<td>36</td>
</tr>
<tr>
<td>VBUS-260 Introduction to Word Processing using MS Word</td>
<td>60</td>
</tr>
<tr>
<td>WKPR-500 Workforce Readiness</td>
<td>60</td>
</tr>
</tbody>
</table>

**TOTAL HOURS OF INSTRUCTION** 216 HRS

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**MISSION STATEMENT:** The Continuing Education Division offers quality, tuition-free noncredit classes, programs, and services that enable students to maximize their potential by acquiring the necessary academic, technical, and workforce skills to reach their personal, educational, and career goals so that they can benefit from and contribute to society as productive, active members of their communities.

All educational opportunities are offered without regard to national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or military and veteran status.