

# CUSTOMER RELATIONS C.A.S.

Cheryl Galipeau, Director

The Customer Relations Certificate prepares students to give customers what they expect, and then give them more! Increase your competitive advantage by creating a service culture, building and maintaining relationships, and developing customer service management systems.

Core topics include:

- Communication— verbal/nonverbal , navigate challenges, effective conflict resolution, and listening skills
- Manage interpersonal relationships and build teams
- Public relations in organizations, reputation management and trust, and effective internal and external customer relationships.

Learn to turn common problems into service opportunities! Emphasis in business, computers, communications, and exceptional service skills, add to your value as a customer relations professional. Customer Relations can be earned independently, or combined with second-year curriculum toward an Associate of Applied Science degree in Administrative Management.

This certificate is offered fully online. Note: Second year A.A.S. curriculum is not available fully online. Graduates are prepared for work as customer service representatives and managers in a variety of industries.

Student Outcomes:

Upon completion of the program, students will:

- Formulate service policies for excellent customer service management
- Apply service-level decisions to develop staff, enhance customer loyalty, and deal with challenges and conflicts while serving both internal and external customers
- Demonstrate the workplace skills of effective communication (oral, written, nonverbal), problem-solving, managing interpersonal relationships and collaborating with teams, thinking critically, and leadership
- Ethically use research and the tools of technology to create and organize business documents efficiently, accurately, and artfully designed
- Understand, appreciate, and recognize opportunities of diverse populations and cultures

Related Job Titles:

- Customer Service Representative
- Customer Care
- Call Centers
- Client Relations
- Client Services
- Guest Services
- Information Clerk
- Receptionist

## Certificate of Applied Science - Customer Relations

Missoula College

Degree Specific Credits: 33

Required Cumulative GPA: 2.0

Catalog Year: 2018-2019

**Note:** The Certificate of Applied Science in Customer Relations is available fully online. See Program Director for advising regarding scope and sequence, course prerequisites, and math and writing placement assessments.

### Summary

Code	Title	Hours
	Customer Relations Required Courses	24
	Math Requirement	3
	Writing Requirement	3
	Computer Science Requirement	3
	Total Hours	33

### Customer Relations Required Courses

Code	Title	Hours
<b>Complete all of the following courses:</b>		
AMGT 145	Records Management	2
BGEN 105S	Introduction to Business	3
BGEN 235	Business Law	3
BMGT 245	Customer Service Management	4
CAPP 120	Introduction to Computers	3
CAPP 154	MS Word	3
COMX 115S	Introduction to Interpersonal Communications	3
COMX 250	Intro to Public Relations	3
	Total Hours	24

Minimum Required Grade: C-

### Math Requirement

**Note:** See Program Director for prerequisites, placement and advising.

Code	Title	Hours
<b>Complete one of the following courses:</b>		
M 105 or M 115	Contemporary Mathematics Probability and Linear Mathematics	3
	Total Hours	3

Minimum Required Grade: C-

### Writing Requirement

**Note:** See Program Director for prerequisites, placement and advising.

Code	Title	Hours
<b>Complete one of the following courses:</b>		
WRIT 101	College Writing I	3
or WRIT 121	Intro to Technical Writing	
Total Hours		3

Minimum Required Grade: C-

---

### Computer Science Requirement

**Note:** See Program Director for prerequisites, placement and advising.

Code	Title	Hours
<b>Complete one of the following courses:</b>		
CAPP 156	MS Excel	3
or CSCI 172	Intro to Computer Modeling	

Minimum Required Grade: C-