



Customer Service Boot Camp

Providing excellent customer service is necessary for success in today's customer centric environment. If you serve in a customer-facing role, your words and actions help establish your company's image. Take your career and your company to the next level by participating in a simulated contact center environment where you will strengthen your customer service skills by applying human relations, communications, conflict resolution and problem-solving skills to customer scenarios.

Who Should Take This Course?

This course is designed for those serving in customer-facing positions or those who would like to improve their marketability by adding customer service to their portfolio of skills.

Course Objectives

- Explain how the function and service provided by a call center contribute to organizational effectiveness.
- Demonstrate the ability to identify customer issues, analyze root causes, make appropriate decisions, and ensure correct results and ongoing customer support.
- Demonstrate effective written customer communication by articulating root causes and solutions in a concise and empathetic manner, and utilizing a variety of communication mediums, which may include chat, email, text, and social media methods.
- Exhibit the ability to resolve customer issues by applying the following skills: Utilizing Standard Operating Procedures (SOPs), Negotiation, and Conflict Resolution.
- Demonstrate effective customer communication by verbally articulating root causes and solutions in a concise and sympathetic manner.
- Reveal effective human relations skills in a contact center environment by contributing to a team or individual process improvement project.
- Demonstrate computer and technology proficiency while participating in a call center simulation lab by engaging with customers, recording call information, troubleshooting, and documenting resolution.

Course Info

- Length: 6.5 hours per week (1.5 hours in class; 3-5 hours outside of class on reading/homework assignments)
- Hybrid Format: a combination of classroom instruction and online learning
- Social Security Number: This course was developed with monies received through the WISE Grant. The grant requires that we obtain the Social Security Numbers (SSN) of all participants.



- This course requires the use of Canvas, a Learning and Management System. After you register for the course, you will receive instructions for signing up for a Canvas account.
- Prerequisite: None

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, this course does have quizzes and tests to gauge progress and comprehension.

CEU Letters for Individual Courses

CEU (Continuing Education Unit) letters are sent upon request. Students wishing to receive a CEU letter for individual courses must attend* 80 percent of the course sessions. To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given to students who register for a certificate program, as long as the students have met the attendance* requirements and any other requirements stated in the course outline. Attendance requirements for certificate programs vary by certificate and are listed within each certificate description. To view descriptions, please visit:

<http://greenriver.edu/cceCertificates>.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm

The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided. This syllabus is available in alternate formats upon request.

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