



## Graduate Certification **CUSTOMER SERVICE:**

### Certification Overview

The Certification in Customer Service is ideal for current Amberton students, potential students, and/or organizational employees who want to enhance their knowledge in the area of customer service by learning how to effectively and successfully deal with clients, customers, and co-workers. This certification would be well suited for municipalities or organizations that have a pronounced need for customer service training. The certification is grounded in the principles of business and communications which will enable students to understand how to address the customer's needs and behaviors, speak in a professional manner, build relationships, and become confident in the application of their learned skills. This certificate program can help students advance their careers while helping organizations set a new standard in customer service.

### Courses Required

<b>BUS5460</b>	<b>Customer Service Best Practices</b>	3 Hours
<b>COM5469</b>	<b>Managerial Communication</b>	3 Hours
<b>HBD5895</b>	<b>Power of Love &amp; Relationships</b>	3 Hours
<b>MGT5193</b>	<b>Negotiation Skills for Managers</b>	3 Hours



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