



Graduate Certificate **CUSTOMER SERVICE**

Certificate Overview

The graduate certificate 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 certificate would be well-suited for municipalities or organizations that have a pronounced need for customer service training. The certificate 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

BUS5460	Customer Service Best Practices	3 Hours
COM5469	Leadership Communication	3 Hours
HBD5895	Power of Love in Relationships	3 Hours
MGT5193	Negotiation Skills for Managers	3 Hours

No graduate credit will be awarded if BUS4460, COM3469, HBD4895, or MGT4193 have been successfully completed.



This certificate can be earned as a stand-alone certificate of study or in conjunction with degree programs. Visit Amberton.edu for more information.



Amberton.edu



Garland/Frisco/Online



972.279.6511