



COMPUTER APPLICATIONS AND OFFICE TECHNOLOGIES DEPARTMENT

CAOT PROGRAM



Customer Service Representative

Certificate of Achievement

This Certificate of Achievement is designed for students who want a fast-track course of study that will enable them to enter the job market with customer service skills and with a raised awareness and a reference for information on how an organization can deliver service excellence.

Complete 6 classes with a total of 17 units:

- CAOT 001 - Computer Keyboarding 1 (CSU) (3 units)
- CAOT 031 - Business English (CSU) (3 units)
- CAOT 032 - Business Communications (Advisory: CAOT 1 and CAOT 31) (CSU) (3 units)
- CAOT 034 - Business Terminology (CSU) (2 units)
- CAOT 048 - Customer Service (CSU) (3 units)
- CAOT 082 - Microcomputer Software Survey in the Office (Advisory: CAOT 1) (CSU) (3 units)

Note: An advisory course is a condition of enrollment that a student is advised (but not required) to meet before, or in conjunction with, enrollment in a course.



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