



Messick Adult Center

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CUSTOMER SERVICE REPRESENTATIVE/RECEPTIONIST

Successful completion of these courses will enable the student to greet clients personally and by telephone, take messages, screen visitors and callers, make appointments, process orders, and respond to inquiries. This position may require light typing (25-30 wpm), good communication and organizational skills, professional appearance and attitude, ability to file, sort and distribute mail. Computer skills are definitely a plus as computers may be used to access information, place orders or leave messages.

Course Title	Instructional Classroom Hours
Computer Keyboarding I	24 hours
Computer Keyboarding II	24 hours
Computer Applications I	30 hours
Computer Applications II	30 hours
Employability Skills I	24 hours
Employability Skills II	24 hours
Business Communications I	24 hours
Business Communications II	24 hours
MS Word I	24 hours
Customer Service Skills	24 hours
Office Procedures I	24 hours
Office Procedures II	24 hours
Internship (Optional)	24 hours
Academic Lab	24 hours
Total hours	348 Hours w/ Internship