



ESL to Customer Service with Microsoft Word Certification

Qualifications: Student must have high school diploma or GED



Curriculum

This 18-week certificate program is designed to prepare the English language learner with a foundation in the language skills necessary to enter into a variety of business occupations as a customer service professional. The 120 hour (12 hours per week for 10 weeks) ESL course offers the student practical training for listening, speaking and writing in American English, and serves as a pre-requisite to the Customer Service certificate program.

The course not only focuses on proper grammatical usage of the English language, but also on current face-to-face and Internet jargon. Upon completion of the ESL component, students will gain knowledge in all areas of customer service, including call handling, effective written communication, and organization skills.

In addition, the Microsoft Word certification will demonstrate that each graduate meets globally-recognized performance standards.

Upon completion of this certification program, students can seek to gain employment in the following areas: Call Centers, Credit Card Companies, Insurance Agencies, Financial Institutions, brick & mortar and online retailers.

Tuition

- \$3,500.00
- 18 Weeks
- 320 Hours

Schedule - ESL

- 12 hours per week for 10 weeks

Schedule – Customer Service

- 25 hours per week for 8 weeks

Text

- Microsoft Word 2016 Complete-Shelly Cashman Series
- Microsoft Outlook 2016-Introductory-Shelly Cashman Series
- Customer Service Skills for Success – Lucas
- ESL Writing – Muniz-Paige

Course Schedule

- Weeks 1-10 ESL Coursework
- Weeks 11 -12 Customer Service Training
- Weeks 13-17 Introductory & Advanced Microsoft Word (Includes Certification prep and exam)
- Week 18 Business Communication & Resume Writing

For more information, please contact the Lackawanna College Hazleton Center at (570) 459-1573.