

Professional Customer Service Co-op Certificate



PROFESSIONAL CUSTOMER SERVICE CO-OP CERTIFICATE

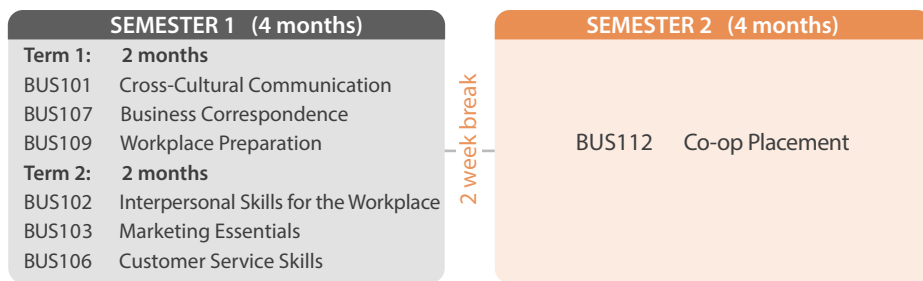


Program Description

In this program students will learn how to maximize their customer service skills to improve overall customer and business relationships and how to implement strategies to communicate effectively in diverse work environments. Upon graduation, students will successfully enter and move forward in their careers as customer service professionals.

REAL EXPERIENCE! REAL RESULTS!

Program Sequence




* course schedule is subject to change without notice

Highlights



EXPERT TRAINING

Small class sizes give students opportunity for mentorship and individualized career-focused attention by top industry leaders.



100% GUARANTEED PAID CO-OP

100% guaranteed paid work experience.

Learning Outcomes

Students will be able to:

- Apply classroom learning to a workplace (paid co-op placement) and return to the classroom with new perspectives gained from their employment
- Demonstrate increased understanding of cross-cultural communication skills in the workplace
- Apply customer service skills that improve customer and business relationships
- Assemble an employment package that includes a cover letter and an effective résumé

Co-op

The Co-op is an integral component of this program that will provide students with an opportunity to integrate academic studies with related employment experience. Students will enhance workplace skills and theory learned during their academic semesters through hands-on practice and return to the classroom with new perspectives gained from their employment. Graduates will be able to demonstrate knowledge and practical skills in public and customer relations such as strategies to meet the needs of multi-cultural customers, communicate effectively across cultures, work as part of a team, problem-solve and manage difficult customer situations, develop customer relationships and create value for their employer.



Nearly **33%** of Co-op graduates are likely to be **HIRED** by their Co-op employer after graduation.

Source: ubc.ca

SEMESTER 2 (2 weeks)

BUS111 Capstone



Did you know?

✓ 42 % of job openings in B.C. will require a college education or apprenticeship training.

Source: BC 2024 Labour Market Outlook

✓ In North America, the growth rate for Customer Service Representatives is 10%. This is faster than the average growth rate for all occupations.

Source: bls.gov



DEVELOP CAREER SKILLS

Co-op provides on-the-job training in high demand occupations.



GRADUATE WITH CONFIDENCE BE WORK-READY

Graduates leave prepared with the practical job-ready skills that today's employers are looking for.

Career Opportunities

- Guest Service Representative
- Retail Salesperson
- Medical Customer Service Representative
- Inside Sales Representative
- Restaurant Service Provider
- Client Service Provider
- Operations & Customer Support
- Call Center Agent

Salary and Job Outlook

Average Salary Per Year

Guest Service Representative	\$35,396
Restaurant Service Provider	\$35,192
Retail Salesperson	\$41,224
Client Service Provider	\$35,192

Source: payscale.com | Vancouver, BC Salary

Job Outlook in BC

Occupations	Job Openings to 2024	Median Wage Rate
Managers in Customer & Personal Services (NOC 0651)	1,380	\$21.15
Customer Services Representatives (NOC 6552)	5,910	\$16.83

Source: BC 2024 Labour Market Outlook

English Admission Requirement

- IELTS 5.5 or
- Completion of VanWest Level 7 or EAP 300 with a final grade of 75% or above or
- VanWest English Placement Test: Level 8

Academic Admission Requirement

- High School Diploma (Grade 12) or
- General Education Development (GED) or
- Mature Student Status

Program Length

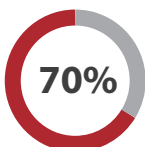
- 8 months
(Academic Study 4 months + Co-op 4 months)

Credential Upon Graduation

- Professional Customer Service Co-op Certificate

Graduates will have the ability to:

- Employ techniques to secure relevant employment
- Apply cross-cultural communication skills and strategies to the workplace
- Think critically, problem-solve and make decisions
- Apply classroom learning to a guaranteed paid co-op position
- Create customer value and develop customer relationships
- Demonstrate confidence to customers through tone of voice, verbal language and body language



70% of Canada's work force is employed in the **SERVICES SECTOR.**

Source: langara.ca



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