

NAME: \_\_\_\_\_ Month/Day of Birth: \_\_\_\_/\_\_\_\_

Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

In our current economy, successful organizations recognize that clear customer communication makes them stand out from the crowd. The call center / customer care area of an organization is a demanding line of work, where success lies in a combination of skills. Customers want their communication to be answered quickly, resolved efficiently and handled with impeccable product knowledge and communication skills. The courses in this certificate focus on building and sharpening skill and motivation to boost customer satisfaction. Empower your career and provide outstanding customer service. An educational career path continues with our **Call Center / Customer Care Diploma**.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Business Telephone Skills	●	●	●		●
		Deposit Accounts and Services	●	●			●
		Digital Trends: Payments			●		
		Fighting Fraud: Top Ten Scams Targeting Our Nations Seniors (FREE)			●		
		Frauds, Scams and Cons	●	●			●
		Fundamentals of Chat Writing (FREE)			●		
		Principles of Banking	●	●			●
		<u>or</u>					
		Banking Fundamentals				●	
		Quality Service	●	●			●
		The Business of Listening	●	●	●		●

L= Live    W=CFTEA Webcourse    SP= Self-paced Online    ILO = Instructor-Led Online    GL = Guided Learning

PLEASE CONTACT THE CFTEA OFFICE FOR CONFIRMATION OF COMPLETION WHEN APPROACHING COMPLETION OF A CERTIFICATE OR DIPLOMA