

**Program****BUSINESS ADMINISTRATION/CUSTOMER SERVICE**

- **Certificate Program:** 2 semesters, the number of semesters may be shortened if the student can take online classes.
- **Admission Cycle:** Every semester
- **Maximum Number Admitted Annually:** Open

Career Description

This certificate is designed to introduce students to the various aspects of the free enterprise system, provide a fundamental knowledge of business functions and processes, and create an understanding of providing responsive customer service.

Careers Available

Graduates should qualify for a variety of entry-level customer service positions in business, government, or industrial organizations.

Entry-Level Salary

\$15,000 - \$25,000/yr.

Course of Study

Coursework includes marketing, computer applications, and professional customer service. Related skills are developed through the study of communications, critical thinking, and mathematical applications.

Recommended Courses and Skills

Strong math background, high school algebra strongly recommended as well as strong reading comprehension skills and basic computer skills.

Helpful Personal Attributes

General awareness of the business environment, strong communication and interpersonal skills as well as good decision-making skills. Computer keyboarding and technology application abilities and adaptability to various work environments.

Program Contact

If you would like additional information about the Customer Service Certificate, contact Deana Ray, Department Chair/Program Coordinator, at 336.734.7167 or dray@forsythtech.edu.

How To Get Started

You may pick up an application at the Admissions Office, 123 Allman Center on the Forsyth Tech Main Campus, 2100 Silas Creek Parkway in Winston-Salem. You may also request an application by calling 336.734.7253 or you may apply online at www.forsythtech.edu.