



# CUSTOMER SERVICE

COMPETENCY CODE	COMPETENCY DESCRIPTION	COMPETENCY HOURS
713011	The Occupation and the Training Process	15
713023	Principles of Customer Service	45
713035	Information on Products and Services	75
713042	Identifying Customer Traits	30
713054	Interacting with Customers	60
713062	Teamwork	30
713073	Providing Information to Customers	45
713082	Taking Customers Orders	30
713092	Sensitive Human Relations Situations	30
713104	Advising Customers	60
754561	Job Search	15
713122	Psychological Well-Being at Work	30
713133	Handling Claims	45
713142	Handling Complaints	30
	<b>Total Program Hours</b>	<b>540</b>

