

Customer Service Representative Program

Program Duration: 3 months

Course Sequence	Suggested Study Schedule
Microsoft Excel 2007 – Level 1	Week 1 - 2
Microsoft Outlook 2007 - Level 1	Week 3 – 5
Microsoft Word 2007 – Level 1	Week 6 – 7
Office Procedures Level 1	Week 8 – 9
Business Verbal Communication	Week 10 -- 11
Customer Service	Week 12 -- 13

- The above schedule is provided as a generic guideline to help students manage their study pace efficiently towards on time completion.
- Students who are able to finish courses in a faster pace are allowed and encouraged to do so for earlier completion.
- We recommend students to follow the course sequence in the order listed above.