Customer Service Representative Program

Program Duration: 3 months

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| **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.