

## Call Center/Customer Service Certificate

Class hours: 245

Cost: \$4500

This program will teach you how to handle different types of customers and ensure that you can perform quality service in the business environment. You will learn how to respond to the customer's needs, as well as expand your technical and interpersonal skills to provide constant quality services. This certificate will prepare you for a job in healthcare, IT, medical offices, retail and other business call center environments.

Contact Holly for more information 717-780-1179 or [hblukens@hacc.edu](mailto:hblukens@hacc.edu).