

CUSTOMER SERVICE CERTIFICATE PROGRAM



Springfield Technical Community College's

FAST TRACK to a Customer Service Career



DID YOU KNOW?

- Customer Service is a great starting point for a career in any company
- Customer Service positions can range up to \$48,000/annually in this area*
- Customer Service is considered a "Bright Outlook" career with many opportunities*

A STCC Customer Service Certificate would make you eligible for jobs in many industries:

Call Center Operations, Financial Services, Manufacturing Operations Customer Service, Retail Customer Service, Hospitality, Inside Sales, and many other customer-centric organizations!

**All statistics come from US Bureau of Labor Statistics via onetonline.org*



ROAD MAP TO SUCCESS

- Four courses per semester
- Earn certificate after just 2 8-week sessions
- Routine class schedule
(Mon-Fri 8-2:30)
- Earn 24 college credits
- All courses apply directly to Business Administration, A.S. Degree
- Classes Begin on November 2, 2015

Space is Limited!

Contact the
Admissions Office
at (413) 755-3333 or
WWW.STCC.EDU/ADMISSIONS
or
Call Ana Sanchez
At (413) 755-4789
to attend one of our
Information
Sessions