

Title: Customer Service

Code: 4713

Credits: 36

Duration: 540 hours

Training sector: Administration, Commerce and Computer Technology (01)

Certification of studies: Skills Training Certificate (STC) (awarded exclusively by the educational organizations)

Authorized in: 2005

Mandated school service centre or school board: des Découvreurs

Participating school service centres or school boards: des Premières-Seigneuries, English-Montréal, des Draveurs, de Charlevoix, Marguerite-Bourgeoys, de Saint-Hyacinthe

Occupation: Customer Service Agent

Program of study objectives: The *Customer Service* program of study prepares students to practise the occupation of customer service agent. As such, their tasks involve providing direct, personalized services to customers of private or public organizations in order to enhance the level of customer satisfaction and thus build or, if applicable, improve customer loyalty. Working on behalf of companies or organizations, customer service agents help establish and maintain positive relations with different types of customers. The main duties entail greeting, informing and advising customers, as well as handling claims and customer complaints, in person, on the telephone, or via e-mail, regular mail or fax.

Conditions of admission:

A person who meets the following conditions is eligible for admission to a program of study leading to an STC:

- 1** Has obtained at least Secondary III credits or the equivalent in the language of instruction, second language and mathematics;
 - or** Has obtained an Attestation of Equivalence of Secondary Studies (AESS);
 - or** Has successfully completed the General Development Test (GDT) with or without specific prerequisites.
- 2** Has interrupted their full-time studies for at least 12 months;
 - or** Is 18 years old when entering training;
 - or** Has obtained a Secondary School Diploma (SSD) or a Diploma of Vocational Studies (DVS) or their equivalent;
 - or** Meets the eligibility conditions of Emploi-Québec's workforce training measure.

This program is accessible via the [TCST-STC bridge](#).

PROGRAM OF STUDY CONTENT

AEP Code	Statement of the Competency	Hours
AEP 713-011	Determine their suitability for the occupation and the training process	15
AEP 713-023	Integrate principles of customer service into the practice of the occupation	45
AEP 713-035	Obtain information on products and services	75
AEP 713-042	Identify customer traits	30
AEP 713-054	Interact with customers in simple situations	60
AEP 713-062	Work with others in a team	30
AEP 713-073	Provide information to customers	45
AEP 713-082	Take customer orders	30
AEP 713-092	Handle sensitive situations involving human relations	30
AEP 713-104	Advise customers	60
AEP 713-111	Look for a job	15
AEP 713-122	Preserve their psychological well-being at work	30
AEP 713-133	Participate in handling claims	45
AEP 713-142	Participate in handling complaints	30

Recognition of acquired competencies is possible for candidates enrolled in one of the following DVS programs of study: *Professional Sales* or *Hotel Reception*.

Documentation available upon request

- Work Situation or Profession Analysis Report (Rapport de l'AST ou de l'AP)
- Program of Study (Programme d'études)
- RAC Tools (Instrumentation RAC)
- Proposed Training Plan (Projet de formation)
- Organizational Guide (Guide d'organisation)
- Harmonization Table (Tableau d'harmonisation)
- Evaluation Framework (Cadre d'évaluation)