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## Class Descriptions

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### **Work Readiness & Customer Service Program**

This 20-hour program teaches students practical skills in the delivery of superior customer service. They will learn to develop an understanding of corporate culture and how excellent customer service contributes to achieving company objectives including contribution to business growth. They will learn about strategies to build customer relationships, how to apply customer service skills to improve service, exceed client expectations, and how to market additional products or services to customers. In addition, the students will gain knowledge of business etiquette and professionalism.

### **Introductory Microsoft Word for the Workplace**

This 20-hour course teaches basic Word skills including creating, saving, revising, formatting, and printing documents. In addition, students will learn to perform intermediate tasks such as building and formatting a table of contents, a bibliography, footnoting, building headers and footers, and more. The successful student will demonstrate the ability to perform core Word skills typically required for employment.

### **Introductory Microsoft Excel for the Workplace**

This 20-hour course teaches basic functions of Excel including creating Worksheets, Workbooks, cells, ranges, and tables. In addition, students will learn to apply formulas, functions, and to create charts and objects. The successful student will demonstrate the ability to perform core Excel skills typically required for employment.

### **Introductory Microsoft Outlook for the Workplace**

This 10-hour course teaches basic functions of Outlook including sending and receiving e-mails, sending and receiving attachments, using contacts, creating tasks, and scheduling meetings in the calendar. The successful student will demonstrate the ability to perform core Outlook skills typically required for employment.

### **Introductory Microsoft PowerPoint for the Workplace**

This 10-hour course teaches basic functions of PowerPoint including using templates to create PowerPoint slides, formatting slides, adding text to slides, inserting slides, and creating a slide show presentation. The successful student will demonstrate the ability to perform core PowerPoint skills typically required to create effective business presentations.

### **Microsoft Office Specialist—Word Certification**

This 40-hour program builds on the student's basic Microsoft Office skills to learn more advanced topics and prepare for the Microsoft Office Specialist (MOS) certification exam. The MOS certification is an industry-recognized credential awarded by Microsoft. The successful student will master more advanced Word functions and achieve their MOS certification in Word.

### **Microsoft Office Specialist—Excel Certification**

This 40-hour program builds on the student's basic Microsoft Office skills to learn more advanced topics and prepare for the Microsoft Office Specialist (MOS) certification exam. The MOS certification is an industry-recognized credential awarded by Microsoft. The successful student will master more advanced Excel functions and achieve their MOS certification in Excel.