



FALL 2018
Begins August 27

FREE Books!

Earn a CUSTOMER SERVICE REPRESENTATIVE Certificate of Achievement in ONE SEMESTER!

This Certificate of Achievement is designed for students who want a fast-track course of study that will enable them to enter the job market with customer service skills and with a raised awareness and a reference for information on how an organization can deliver service excellence



5 Classes
14 Units

***Earn up to 39,790 a year!**

*Occupational Employment Statistics (OES) Survey 2017 Wage 1st Quarter.

	Monday	Tuesday	Wednesday	Thursday
9:00 - 10:30 a.m.	CAOT 82 - Microsoft Office Class No. 17544 LEC Class No. 17546 LAB 9:00 a.m. - 10:25 a.m. Room E7-406 3 UNITS	CAOT 1 - Keyboarding Class No. 16851 LEC Class No. 16854 LAB 9:00 a.m. - 11:30 a.m. Room E7-415 3 UNITS	CAOT 82 - Microsoft Office Class No. 17544 LEC Class No. 17546 LAB 9:00 a.m. - 10:25 a.m. Room E7-406 3 UNITS	CAOT 1 - Keyboarding Class No. 16851 LEC Class No. 16854 LAB 9:00 a.m. - 11:30 a.m. Room E7-415 3 UNITS
10:30 - 11:00 a.m.	CAOT 48 - Customer Service Class No. 17472 10:35 a.m. - 12:00 p.m. Room E7-406 3 UNITS	3 UNITS	CAOT 48 - Customer Service Class No. 17472 10:35 a.m. - 12:00 p.m. Room E7-406 3 UNITS	3 UNITS
11:00 - 12:00 p.m.	3 UNITS		3 UNITS	
12:00 - 1:00 p.m.	CAOT 31 - Business English Class No. 17253 12:10 p.m. - 1:35 p.m. Room E7-404 3 UNITS	Register Now!	CAOT 31 - Business English Class No. 17253 12:10 p.m. - 1:35 p.m. Room E7-404 3 UNITS	CAOT 34 - Business Terminology Class No. 22483 12:10 p.m. - 2:15 p.m. Room E7-406 2 UNITS
1:00 - 2:00 p.m.	3 UNITS		3 UNITS	2 UNITS
2:00 - 3:00 p.m.				
3:00 - 3:20 p.m.				

CONTACT: Computer Applications & Office Technologies Department (CAOT) ♦ Technology Building E7 ♦ Room E7-411 or E7-420
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