

Program Information

Client Service Specialist

2024/2025

Program Overview	Are you a people person? Make it your profession. Master communication techniques, problem-solving strategies, and service technologies that will ensure you keep customers happy, handle requests like a pro, and turn great service into your career advantage. You'll gain a flexible skillset that will open doors in multiple industries through curriculum focused on cultural inclusion, workplace understanding, technical skills, and career development.
Area of Study	Applied Business
Credential	Certificate
Program Length	1 Year Full time (10 months)
Delivery	Hybrid (online and in-classroom)
Work-Integrated Learning	4-week practicum
Open to International Students	Yes
CIP Code	N/A

Career Outcomes

- Customer service representative
- Customer service manager
- Commercial banking specialist
- Account manager
- Team lead
- Director of client services
- Consultant

All Courses

Course Name	Description	Hours
Cultural Essentials (EMPL-110)	Cultural Essentials refers directly to the workplace experience and the values, attitudes and cultures that are common throughout places of work in Canada. Students will develop the knowledge, skills and attitudes that a new employee needs in order to build confidence and successfully adapt to all workplace cultures. Topics include workplace communication, working with diverse individuals, professionalism, and health and wellness.	80 hours
Job Skills Development (EMPL-100)	This course provides the foundational knowledge and practical skills needed to acquire, retain, and grow in a career. Students will develop transferable skills that employers look for when making hiring and promotional decisions. Topics covered include professionalism, adaptability, planning and organization, numeracy, information security, workplace safety, and the use of office technologies.	70 hours

Business Seminars (EMPL-105)	Business Seminars includes a variety of personal development seminars that enhance employability and career success. Through interactive and focused seminars, students will develop highly sought-after skills for employment while supporting their journey towards entrepreneurship. Seminar topics include handling difficult situations, stress management, teambuilding, conflict resolution, communication, professionalism and/or other business relevant topics.	35 hours
Microsoft Word – Level 1 (BSNS-105)	During this hands-on course students will learn how to use Microsoft Word to create, format, review and edit professional business documents. Students will learn the various functions and benefits that MS Office provides in a business context and will practice document formatting, data entry, proofreading and collaborative document review.	35 hours
Microsoft Outlook – Level 1 (BSNS-115)	During this hands-on course, students will learn how to use Microsoft Outlook to compose, organize and respond to emails in a professional manner, as well as schedule tasks and meetings, and manage contact lists. Students will also learn how to use time-saving keyboard shortcuts and proper keyboarding techniques.	25 hours
Microsoft Excel – Level 1 (BSNS-120)	During this course students will learn how to use Microsoft Excel to create, format, review and edit professional business spreadsheets. Students will learn the various functions and benefits that MS Excel provides in a business context and will practice spreadsheet formatting, data entry, filtering and sorting, using formulas, and creating and interpreting basic MS Excel charts and graphs.	50 hours

Client Service Specialist (CSS-130)	Client Service Specialists work directly with the public, the hospitality industry being one example. These professionals are often the first impression that a new client has with the organization. In this course, students will be taught client services in reference to the hospitality industry. For example, how to provide guest services, work in reception areas of hotels, motels, resorts and other businesses or facilities. The position is challenging, varied and offers the opportunity to work flexible hours.	105 hours
Retail Sales Associate (CSS-140)	Knowing how to sell is a skill that is valuable and transferrable to many industries; especially retail. In this course, you will increase your confidence to approach customers and demonstrate your product knowledge in a friendly and service – oriented manner. You will also learn how to merchandise, prevent theft while prioritizing the customer experience.	100 hours
Career Development (EMPL-170)	This course will provide students with the knowledge and tools to create professional cover letters, resumes, and portfolios specific to a job description and organization. Students will increase their confidence for future job interviews by practicing mock job interview sessions.	40 hours
Event Coordinator (BSNS-140)	An event coordinator reports to and assists the event manager in a range of activities involved in preparing for, implementing, and following up an event. Specific activities vary with the type and size of an event and may include research and planning, risk management, financial management, human resources, marketing, event design, site management, reporting and evaluation.	100 hours

Fundamentals of Human Resource Management (BSNS-130)	This course provides students with an introduction to Human Resource Management and the key roles, objectives and priorities of a Human Resources department that are essential to business operations. Topics covered include effective communication, human resource planning, talent management, total rewards, training and development, compliance with regulations, policy and procedures, and workplace safety and health.	40 hours
Bridge to Employment Work Practicum (CSS-200)	During this 120-hour practicum, students are provided the opportunity to apply their skills and knowledge to meet the expectations of an employer in a real-life work situation. Students will observe and learn the daily routines and tasks organizational staff are responsible for, and have the opportunity to perform tasks as a member of their workforce.	120 hours