



North County Campus

Customer Service Academy And Supervision & Management Academy

Spring 2018 Courses

Customer Service Academy

Cuesta College's Customer Service Academy courses provide you with life skills needed throughout your career. Customer Service Academy conducts practical, hands-on training to enhance a business' ability to gain and retain both customers and quality employees.

NCC	CRN #33384	PDS	170	Feb 24	8AM-4:50PM	Dealing with Change
NCC	CRN #33385	PDS	171	Mar 03	8AM-4:50PM	Team Building
NCC	CRN #33387	PDS	172	Apr 14	8AM-4:50PM	Communicating With People
NCC	CRN #33390	PDS	173	Apr 28	8AM-4:50PM	Conflict Resolution
NCC	CRN #33392	PDS	174	Mar 17	8AM-4:50PM	Customer Service
NCC	CRN #33393	PDS	175	May 5	8AM-4:50PM	Values & Ethics

These classes take place on Saturdays in Rm 3233.

Earn a certificate by completing any 10 of the 13 courses for a total of 5 college-level units. Cost: \$23 per class (0.5 unit)+ \$3 Materials Fee + \$1 (one-time ASCC Fee) + Health Fee

Supervision and Management Academy

Leading others to do a job well calls for a unique set of skills, knowledge and perspectives. In the Cuesta College Supervision and Management series, you will learn essential skills and develop a new perspective based on solid supervisory theory to achieve success in managing people and tasks. Each 0.5-unit class is taught using experiential learning methodologies and designed to expand your level of skill whether you are a first time manager or have been supervising others for years.

NCC	CRN #33683	PDS	194	Apr 11 & Apr 18	8:30AM-12:50PM	SMA: Strategic Decisions
NCC	CRN #33684	PDS	195	May 2 & May 9	8:30AM-12:50PM	SMA: Motivate Performance
NCC	CRN# 33682	PDS	197	Mar 14 & Mar 21	8:30 AM-12:50PM	SMA: Leading Diverse Team

These classes take place on 2 Wednesdays in Rm N2442.

Cost: \$46 per unit (0.5 unit = \$23) + \$1 (one-time ASCC Fee) + Health Fee

For more information: Visit Cuesta.edu or contact Career Connections: (805)546-3252

All potential students are encouraged to apply and/or register early as these classes may fill quickly via the myCuesta portal and/or walk-in registration. Please check Cuesta College Class Finder to ensure class status.