



**OKLAHOMA**  
**CareerTech**

## Badge Details

<b>Name</b>	0449 – Customer Service
<b>Description</b>	<p>The focus of this course is for students to gain an understanding of the skills, aptitudes, and thought processes necessary to achieve customer satisfaction and loyalty in a variety of settings. Students will learn and develop customer service strategies as well as the skills and abilities necessary for working with customers; this will include helping customers to make decisions as well as resolving concerns and issues that may arise. Students taking Customer Service should have the opportunity to participate in DECA (marketing student leadership association). DECA curriculum and activities are state approved for all marketing courses.</p>

<p><b>Criteria</b></p>	<p><b><i>Candidates receiving this certification will take an exam with the following criteria:</i></b></p> <p>This exam consists of 31 questions</p> <ol style="list-style-type: none"><li>1. Components of Customer Service 18%</li><li>2. Target Customer 13%</li><li>3. Critical Aptitudes and “Soft Skills” 30%</li><li>4. Enhance Customer Experiences 18%</li><li>5. Customer Loyalty and Satisfaction 21%</li></ol>
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