

OSU Pride Works: Quality Service Initiative (QSI)

A Customer Service Certificate Program

This customer service program offers practical methods for providing the highest quality of service to customers. The program has five different elements to accommodate a variety of learning styles. There are online courses to complete at your own pace in addition two instructor-led courses will offer opportunities for discussion and feedback to support the benefits of excellent customer service in a hands-on and practical manner.

The program includes exercises based on clinical situations, student relations and internal customers. Participants will be able to translate practical methods and service skills for treating customers with respect and understanding while improving working relationships with teammates.

This certificate program requires five steps to complete.

1. Complete the Online LinkedIn courses below:
 - Customer Service Foundations (1 hr. 22 min.)
 - Building Customer Loyalty (28 min.)
 - Customer Service: Serving Internal Customers (43 minutes)
 - Innovative Customer Service Techniques (43 minutes)
 - Creating Positive Conversations with Challenging Customers (33 min)
 - Developing a Service Mindset (41 minutes)
2. Attend two instructor-led courses:
 - ❖ Quality Service Initiative Part I (two hours)
 - ❖ Quality Service Initiative Part II (two hours)
3. Submit a written report describing five service standards that reflect the three phases of a Moment of Truth:
 - ❖ Greeting, transaction and departure
 - ❖ Could be an example of any of the ways an interaction takes place
 - ❖ In person, by phone or email/electronic or combination.
4. Must attend an OSU in Tulsa staff conference within a two-year period (either the Spring or Fall Staff Conference)
5. Complete the certificate program within one year of attending Quality Service Initiative Part I.
 - ❖ You can view your progress at any time on your training transcript.

Program Completion: OSU Pride Works: Quality Service Initiative: Customer Service

1. Transcript for the five online courses completed
2. Must have attended the Instructor-led sessions (2)
3. Must have a written element (submitted instructor-led sessions)
4. Record of attending conference
5. Completed within one year