

Eligibility for Admission

The following persons are eligible to enroll in Barstow Community College:

- Any high school graduate,
OR
- Any person who has passed the High School Proficiency Exam or the General Educational Development (GED) test,
OR
- Any person 18 years of age or older who can profit from instruction,
OR
- Any K-12 students meeting the criteria listed under "Special Admission of Minor Students." (call for information)

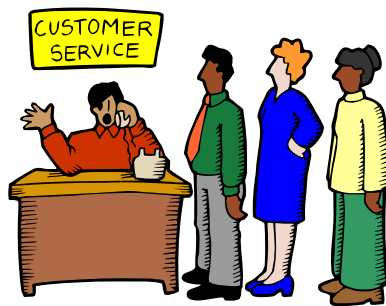
FINANCIAL AID

Barstow Community College knows that for some students college may still be beyond reach. The College takes pride in a personal approach to helping students meet the cost of education. A variety of resources are available including grants, fee waivers, and part-time employment on campus. Application for all Barstow Community College financial aid programs begins by completing the Free Application for Federal Students Aid. (FAFSA). Information regarding the financial aid programs and resources available at Barstow Community College can be found on the financial aid website at www.barstow.edu/financialaid.

Students are urged to contact the Financial Aid Office when they register to see if they qualify for any type of financial aid

Financial aid information is available by phone at (760) 252-6868, (877) -336-6868 or via the Internet at:
<http://bcregweb.barstow.edu>.

For more information or assistance, contact the Financial Aid Office at (760) 252-2411 ext 7205



Barstow Community College
2700 Barstow Road
Barstow, California 92311
Phone 760-252-2411 ext 7700
Fax 760-252-6754

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Barstow Community College



Customer Service Academy Certificate of Completion



Barstow Community College

760-252-2411, ext. 7700
www.barstow.edu



THE ACADEMY

WHAT IS ONE OF THE MAIN REASONS THAT YOU RETURN OR NOT RETURN TO A BUSINESS?

CUSTOMER SERVICE

This course of study prepares those interested in improving and enhancing their customer service skills. Areas of interest include communication, decision-making, stress management, time management, team building, and ethics.

BADM 101- *Attitude and the Workplace* 1 Unit

This course is designed to provide the participant with certain key skills in the area of attitude so that they may effectively maintain a positive attitude in the workplace and at home. The participant will be introduced to the concepts of how attitudes are communicated, the three types of attitudes, and how to adjust ones attitude. Topics will also include the primary causes of bad attitude, turnaround strategies to battle them, and specific techniques to raise the attitudes of others.

BADM 102- *Dealing with Difficult People* 1 Unit

This course will explore the causes and impact that conflict can have on customer service. Students will learn strategies and techniques for resolving tough issues and how to turn a difficult customer into a loyal one.

BADM 103- *Mastering Communication* 1 Unit

This course covers verbal and non-verbal communications, as well as, superior listening skills. The communication process model will be discussed as well as barriers to effective communications. The course also covers various techniques to improve the clarity of communication.

BADM 104- *Time and Stress Management* 1 Unit

This course explores ways in which time and stress impacts employee performance ability. Furthermore, the course will also cover the utilization of time management techniques needed to increase employee efficiency and productivity.

BADM 105- *Decision Making and Problem Solving* 1 Unit

This course is designed to introduce the participant to decision making and problem solving techniques and steps in the decision making process.

BADM 106- *Managing Change* 1 Unit

This course will explore the natural tendency of employees and customers to resist change. Students will learn techniques for handling workplace change, and how to introduce change to their customers. Furthermore, change management techniques will be explored.

BADM 107- *Team Building* 1 Unit

This course explores how working as teams in business can increase productivity, enhance project management, reduce business conflicts and create superior customer service. Students will learn how the roles in a team and how to be both a leader and a team player.

BADM 108- *Business Ethics* 1 Unit

This course will explore the importance of ethics in the workplace. Students will discuss ethical lapses often displayed in commercial environments and

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