**Instructions for Educator -**

**Customer Service Certification**

Certification Overview

It is designed to provide a broad-based Customer Service certification that can be completed by **all sectors of SHSM**. As students progress through each module, there is a **student workbook** that they can add their thoughts and ideas to. It is clearly indicated in each module when they will need to add anything to the student workbook.

This certification in Customer Service **includes an introduction, six modules, and two extension modules**.

* Modules 1 and 2 provide a definition, and have students consider the importance of customer service to the success of a business and identify essential skills and traits.
* Modules 3 through 5 are more application based, featuring the notion of “surprise and delight” and typical customer service scenarios.
* Module 6 takes a closer look at the concept of customer experience and how it connects to customer service.
* Extension module 1 introduces Lean Six Sigma, which is a team-focused managerial approach that seeks to improve performance by eliminating resource waste and defects. It is used by companies and organizations in all SHSM sectors.
* Extension model 2 connects Customer Service to OVIN (Ontario Vehicle Innovation Network). OVIN has connections to all SHSM sectors.

Certification Format Options

This certification can be educator-led or asynchronously completed by students. It is available as a [website](https://sites.google.com/octe.ca/customer-service?usp=sharing) or [slide deck](https://docs.google.com/presentation/d/1Bm2kDemA_0GfmdJg9NTVNvnsf9fRQD52yhc0bVwGKxA/copy?usp=sharing). Both the website and slide deck have links that allow educators and students to navigate between each module.

It can be completed as a ½ day certification or over the course of a few class periods.

Certification Assessment Options

For students to receive this certification, educators can choose to have students submit the student workbook and/or complete a multiple choice quiz.

There are 3 separate student workbooks:

1. [Modules 1-6](https://drive.google.com/file/d/1hn9BuV9PrFaPzAma5hNPvnT9dC3R1918/view?usp=sharing)
2. [Extension Module: Lean Six Sigma](https://drive.google.com/file/d/1n3iQsNZ_4qhOvoMcV1SJL2zg4wH2zrIi/view?usp=drive_link)
3. [Extension Module: Connecting Customer Service to the Ontario Vehicle Innovation Network (OVIN)](https://drive.google.com/file/d/1YAShxkSGRD8Oy-ea74tMvHYI0zzyoX6u/view?usp=drive_link)

[Certificate sample](https://drive.google.com/file/d/1EUv9sjSZn9Ae385C1Jo5pXd5exZHBdRd/view?usp=drive_link)