

Diploma in Customer Relations

Local Program

Duration: 2 years

Recognized by the Technical Education and Skills Development Authority (TESDA)

The Diploma in Customer Relations program is a two-year ladderized program for individuals seeking work as Call Center Agents, Customer Service Representatives, and other related front-line service-oriented jobs. The course introduces fundamental principles and techniques required for excellent customer service delivery such as influencing customer perception and loyalty; critical skills in professionalism; communication; management of the call, the customer, and job stress; as well as service cross selling.

Students will develop the skills to identify and resolve customer complaints, handle difficult customers, utilize effective verbal and nonverbal communication methods, learn appropriate professional use of various electronic media, and learn to contribute to the service culture of an organization.

Finishing the first year of the program will qualify the student to earn the Certificate in Office Administration.

DGR Curriculum:

1st Year Term 1	Module
	Computer Fundamentals
	Automated Typing
	English Grammar and Composition
1st Year Term 2	Software Applications
	Physical Education 1
	English Expository Writing
	Software Applications
1st Year Term 3	Introduction to Business
	Personality Development & Office Ethics
	Values Education & Professional Ethics
	Physical Education 2
2nd Year Term 1	Business Communication
	English Speech & Oral Communication
	NSTP1
2nd Year Term 2	Introduction to Customer Relations
	Introduction to Customer Communication
	Sales Techniques
2nd Year Term 3	Seminar Series
	On-the Job Training (Industry Immersion)
	NSTP2