



6 Easy Ways to Register



ONLINE

ce.unm.edu



EMAIL

ceregistration@unm.edu



PHONE

505-277-0077 Option 1
M-F, 8:00am-5:00pm
Most credit cards accepted.



MAIL

UNM Continuing Education
Attn: Registration
MSC07 4030
1 University of New Mexico
Albuquerque, NM 87131-0001



FAX

505-277-1990
Fax/Mail instructions:
see website.



IN PERSON

M-F, 8:00am-5:00pm
UNM Continuing Education
1634 University Blvd. NE
South Building, Room 101
(just north of Indian School)

Tuition Remission Benefit

UNM employees may use tuition remission for most UNM Continuing Education non-credit classes.



CONTINUING EDUCATION

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📶 Online Classes On Your Schedule

Food and Customer Service Skills Certificate



Prepare for a career in food services, restaurants, and the hospitality industry. This program emphasizes customer service skills that can be applied in a wide variety of settings. This is an excellent option for those already working in a food services environment and wanting to apply for management positions, or for those interested in starting new careers. Learn about professional food management and food safety, as well as delivering optimal customer service. Additionally, you will learn about the food service industry and personnel management skills that will prepare you for this industry. You receive six (6) months from the date of registration to complete the program.

This course prepares you to pass the Prometric Certified Professional Food Manager (CFPM) exam.

Self-paced Online Starting Anytime 120 hours \$850
Ed2Go Career Training Center

Retail Customer Service Skills Certificate

Looking for a career where you are always in demand?

Gain the skills and knowledge needed for successful careers in today's retail world. This is an excellent option for those already working in a retail environment and wanting to advance in their careers or for those interested in starting new retail jobs. The program emphasizes customer service skills that can be applied in a wide variety of retail settings. Learn how to provide excellent customer service, and acquire personnel management skills that will make you effective in the workplace. When you complete the program, you will earn a Retail Customer Skills Certificate. You receive six (6) months from the date of registration to complete the program..

AdvancedEd-accredited competency-based learning program by Smart Horizons.

Self-paced Online Starting Anytime 120 hours \$850
Ed2Go Career Training Center

The most successful hospitality employees in today's competitive market go above and beyond the minimum. Learn how to engage and increase customer satisfaction – it's good business.



According to O*Net

A wide variety of Customer Service positions are identified as **"Bright Outlook" careers**, meaning that they are expected to grow rapidly in the next several years.

Areas include:

- Customer Service Representatives
- Hotel, Motel, and Resort Desk Clerks
- Receptionists and Information Clerks
- Call Center Representatives

www.onetonline.org

More information: bizskills@unm.edu | 505-277-6033 | ce.unm.edu

CUSTOMER SERVICE

6 Easy Ways to Register



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Certificate in Customer Service

Customer service is now essential for business and all work organizations. Learn to improve your customer service skills to enhance your career skill set, improve productivity, and increase your organization's success. You will also take away some extraordinary customer service techniques you won't find anywhere else. Two one-month courses listed below.

Course: 4900322 **Jun 1-Jul 27** **32 hours** **\$245**

Keys to Customer Service

Learning to build your customer service skills will have a powerful impact on your career success as well as success in other areas of your life. Through this course you will discover the direct relationship between service skills and career achievement. You will become skilled at being an exceptional service provider. You can help your organization and your career by translating your good service intentions into a workable plan and gain knowledge of ways to consistently deliver great service. The payoff is enormous.

Course: 4900374 **Jun 4-29** **16 hours** **\$145**

Extraordinary Customer Service

Transform your customer service into something extraordinary. As a result more repeat business will improve your bottom line. Customer service separates you from your competition. Extraordinary customer service comes from focusing on the few essential elements that yield big results. Discover how easy it is to tweak your customer service from the ordinary to the extraordinary. You'll take away a customer service plan that will help you focus on the key elements that will get you started on your pathway to success.

Course: 4900352 **Jul 2-27** **16 hours** **\$145**