

# Customer Service Certificate Series

Name \_\_\_\_\_ Date \_\_\_\_\_

Employee ID \_\_\_\_\_ Mail Code: \_\_\_\_\_

Upon completing all required classes, complete this form and return it to the Office of Training & Organizational Development at [training@fsu.edu](mailto:training@fsu.edu). **Please provide your current department mail code where you would like your certificate sent.**

COURSE CURRICULUM	Date Completed	Verified by Training Office
1. Speaking Your Customer's Language (CSAC01)		
2. Bridging Cultures I – Introduction to Intercultural Communication (CSBC01)		
3. Working With You is Killing Me (CSDDP1)		
4. Conflict Communication Skills (PDCCS1)		