



# Southwestern College Continuing Education

## **PETITION FOR NONCREDIT CERTIFICATE COMPLETION/COMPETENCY**

**Certificate Applying for:** Customer Service: Effective Communication Approaches

To Student:

- Fill in your contact information.
- Fill in term, courses and sections completed.
- Return completed form to Continuing Education at HEC Otay Mesa, 8100 Gigantic Street, Bldg. 4100, Room 4106, San Diego, CA 92154 or email it at [continuinged@swccd.edu](mailto:continuinged@swccd.edu).
- Certificates will be available for pick up 7-10 days after form is received in Continuing Education.

Student Contact Information:			
Student Name:	Student ID:		
Address:	Date of Birth:		
City:	State:	Zip:	Email:
Signature:	Date:	Phone #:	

Completed course work at SWC Continuing Education:		
I have successfully completed 3 of the following classes that fulfill certificate requirement:		
1. Term: _____	NC 1002: Customer Service: Customer Appreciation	Section: _____
2. Term: _____	NC 1003: Customer Service: Mastering Communication	Section: _____
3. Term: _____	NC 1006: Customer Service: Dealing with Difficult People	Section: _____
4. Term: _____	NC 1070: Customer Service: Decision Making and Problem Solving	Section: _____
5. Term: _____	NC 1073: Customer Service: The Right Attitude	Section: _____
6. Term: _____	NC 1074: Customer Service: Team Building	Section: _____

<b>Office Use Only</b>							
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