



# Microsoft Office Suite/ Customer Service

**NOW  
ENROLLING!**

Call to see  
if you qualify for full  
tuition grants!



## ELIGIBILITY REQUIREMENTS

- Have a high school diploma or GED
- Authorized to work in the U.S.
- Pass entrance assessments

### CALL NOW TO ENROLL AT:

512.637.7131

[GCTATraining.org](http://GCTATraining.org)

*Note: All students must attend mandatory orientation before the first day of class.*

\*Bureau of Labor Statistics 2018

**The Microsoft Office Suite (MOS)/Customer Service (CSR) training prepares graduates for careers in Office and Customer Service occupations.**

**The median annual salary for Office careers in 2019 was about \$37,580 per year!\***

**The median annual salary for Customer Service careers in 2019 was about \$34,710 per year!\***

### LEARNING OBJECTIVES FOR THIS COURSE:

- Introduction to Microsoft and MOS Certification.
- Introduction to Customer Service and CSR Certification.
  - Windows (Overview)
  - Word
  - Excel
  - PowerPoint
  - Outlook (Overview)
  - Access Overview
  - Customer Service Training

This 144 hour course will prepare students to take the National Exam for a Microsoft Office Specialist Certification and Customer Service (CSR) Certification from the NRF Foundation.