



DAVIS SCHOOL DISTRICT

www.davis.k12.ut.us

CAREER AND TECHNICAL EDUCATION

STRANDS

Soft Skills

Customer Loyalty

Customer Satisfaction

Building Customer Rapport

Customer Confidentiality

Customer Retention

Target Customer Profile

Professionalism

Communication

Customer Orientation



Learning that works
for Utah

CUSTOMER SERVICE

ABOUT

The focus of this course is for students to gain an understanding of the skills, aptitudes, and thought processes necessary to achieve customer satisfaction and loyalty in a variety of settings. Students will learn and develop customer service strategies as well as the skills and abilities necessary for working with customers; this will include helping customers to make decisions as well as resolving concerns and issues that may arise. **Concurrent Enrollment available for this course.**



CAREERS

Sales Representative
Marketing Manager
Management Analyst



REQUIREMENTS

Semester course for
Sophomores, Juniors, or
Seniors



LOCATIONS

All high schools have
access to take
Customer Service



Talk to your high school
CTE Coordinator



CTE Business/ Marketing Specialist
Annette Godfrey - agodfrey@dsdmail.net