

Customer Care Institute
Customer Care Manager Certification

Frequently Asked Questions

Q: When and where is the course held?

A: The course is held at various locations across the United States. The early 2008 schedule is:

February 11-12, 2008	Embassy Suites Hotel Dallas/Love Field, Dallas, TX
May 5-6, 2008	Georgia Tech Global Learning Center, Atlanta, GA

Q: What time does the class session begin and end each day?

A: Class sessions may vary based on class size and room availability. Typical session times are:

Day One (Monday)	8:30 - 5:00
Day Two (Tuesday)	8:30 - 5:00

Q: Where should I stay?

A: There are several hotels near each course location. Contact the Institute (404-352-9291 or info@customercare.com) for a list of hotels.

Q: Are meals included in the fee?

A: Continental breakfast and lunch are provided each day of the course, so the only meal you will have to budget for is dinner.

Q: Is there a dress code?

A: Business casual attire is recommended.

Q: What types of questions are included in the Customer Care Manager certification exam?

A: The exam consists of 100 questions - a combination of True/False, Multiple Choice, and Essay.

Q: When will I take this exam?

A: At the end of the two-day course, you will be given an exam packet to take home with you. Inside will be a URL and password that will enable you to take the multiple choice portion of the exam online and the essay questions that you will complete and return to the Institute via email. Both the multiple choice questions and the essays are due within four weeks of completing the course.

Q: How long will it take to complete the exam?

A: Plan to set aside two to three hours to take the exam.

Q: Is the exam "open book"? Can we use our notes?

A: You may use the notebooks you received in certification training and any notes you made during the course.

Q: When does the completed exam need to be returned to the Institute?

A: You will have four weeks to complete the exam.

Q: What percentage of correct answers is required to pass the exam?

A: Passing is 85% accuracy.

Q: What if I do not achieve 85%?

A: If you score below 85%, you will have one opportunity to retake the exam. You will be notified of the area(s) that need further study. The fee will be \$95.00 and you will have four weeks in which to complete the exam.

Q: What if I do not achieve the required 85% when I retake the exam?

A: If you score below 85% the second time, you must retake the Customer Care Manager Certification course, then begin the exam process again.