

Customer Service Certificate

Course #	Course Title	Credits	Prerequisites	Semester Offered	Semester Taken	Grade Earned
BUS100	Introduction to Business	3	None	Fall, Spring, Summer		
COM103	Human Communication	3	ENL010 or ESL102 or satisfactory basic skills assessment score	Fall, Spring, Summer		
COM201 (or) COM204	Interpersonal Communication (or) Persuasive Communication	3	COM103 or ENL101 (or) COM103 or ENL101	Fall, Spring Spring		
GIT102	Computer Keyboarding or 30 wpm	1	None	Fall, Spring		
GIT110	Microcomputer Applications Software	3	GIT102 or equivalent, ENL020 & ENL050 or satisfactory basic skills assessment score	Fall, Spring, Summer		
MKT100	Marketing	3	ENL020 or satisfactory basic skills assessment score	Fall, Spring, Summer		
MKT112	Customer Service: Concepts and Applications	3	None	Fall, Spring		
Total Credits		18/19				

Overview

Students in the Customer Service certificate develop and enhance their communication skills as well as have a greater understanding of consumer behavior. Students are encouraged to build on this certificate to eventually obtain an A. S. Business Administration degree concentrating in Marketing.

Career Outlook

This occupational profile is provided by O*NET.
www.onetonline.org/find/quick?s=Customer+Service