

Customer Service Certificate

[Click here for Gainful Employment information pertaining to Customer Service.](#)

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	1	None	Fall, Spring		
GIT108	Windows Operating Systems	1	ENL020 & ENL050 or satisfactory basic skills assessment score	Fall, Spring		
MKT106	Consumer Behavior	3	MKT100 (formerly MKT205)	Fall, Spring, Summer		
MKT112	Customer Service: Concepts and Applications	3	None	Fall, Spring, Summer		
Total Credits		17				

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

[Click here for O*NET Online occupation information.](#)