



# Certificate Customer Service

## FALL SEMESTER

Dept.	No.		Hrs.	Grade
BUS	116	Keyboarding I <sup>1</sup>	3	_____
BUS	135	Office Language Skills	3	_____
BUS	255	Customer Service	3	_____
CIS	207	Computer Applications for Business	3	_____
			12	

## NOTES AND INFORMATION

Fall Only Courses      Spring Only Courses

BUS 255                      MGT 112

<sup>1</sup> Proficiency exams are available for BUS 116 (requiring a production test as well as 40wpm with no more than three errors on a three-minute straight-copy timing) and BUS 117 (requiring 55 wpm with no more than three errors on a three-minute straight-copy timing) for students entering the program with a sound background in keyboarding. See your advisor or the chairperson of the Business Department for information.

ACC	100	Business Accounting OR ACC 200 Financial Accounting I	3	_____
BUS	235	Business Communication	3	_____
MGT	112	Principles of Management	3	_____
COM	115	Speech OR COM 116 Interpersonal Communication	3 12	_____

**Career Opportunities:** Students successfully completing this program will receive a Certificate of Achievement. This one-year curriculum provides students with the training required to fill support services positions such as a customer service representative or associate in any v Dep **H. Grad**