

# Certificate in Customer Service

Career Curriculum : 00BUS0021  
Minimum Hours: 24  
Major Code: 1.2 520411  
Effective Date: Fall 2024

FALL SEMESTER

NOTES AND INFORMATION

Dept. No.		Hrs.	Grade	<u>Fall Only Courses</u>	<u>Spring Only Courses</u>
OFT 116	Keyboarding I <sup>1</sup>	3	_____		
OFT 135	Office Language Skills	3	_____	BUS 255	MGT 112
BUS 255	Customer Service	3	_____		
OFT 207	Computer Applications for Business	<u>3</u>	_____		
		12			

<sup>1</sup> Proficiency exams are available for OFT116 (requiring a production test as well as 40wpm with no more