



Business: Customer Service Certificate of Accomplishment

Program Requirements:

"Program Requirements" specify the courses required for this program. See suggested course sequence for additional information.

Suggested Course Sequence

The "Suggested Course Sequence" is an example of how to complete the requirements plus any additional general education that may be needed. If you would like to create a personalized Student Education Plan (SEP), schedule a meeting with a counselor.

FALL SEMESTER (YEAR 1)		
Course	Title	Units
<input type="checkbox"/> BUS 389	Customer Service: Series or	3
<input type="checkbox"/> BUS 357	Management: Listening	0.5
<input type="checkbox"/> BUS 362	Management: People Skills	0.5
<input type="checkbox"/> BUS 363	Management: Conflict	0.5
<input type="checkbox"/> BUS 370	Ethics and Integrity	0.5
<input type="checkbox"/> BUS 377	Managing Service Quality	0.5
<input type="checkbox"/> BUS 394	Managing Verbal Communication	0.5
Total Units		3

Tasks:

- Complete Career Exploration
- Meet with Counselor (SEP)
- Visit library and tutoring
- Review Financial Aid Requirements
- Apply for Certificate with Counseling
- Utilize Job Search Resources