

# BUSINESS ADMINISTRATIVE TECHNOLOGY (CONT'D)

## CUSTOMER SERVICE CERTIFICATE

Program Code: B.SER.CER

### Certificate

Graduation requirement — 15 semester hours

The Customer Service Certificate is designed to help any student who is employed, or will be employed, in a business or organization that provides products or services to customers. Students successfully completing this certificate should be able to identify a comprehensive customer service strategy and implement the practical techniques needed to provide good service. Completion of this certificate can be applied to the A.A.S. in Business Administrative Technology.

### Required Courses (15 hours)

BUS 106	Business and Organizational Ethics .....	3
CIS 170	Professional Workplace Topics .....	3
COM 120	Interpersonal Communication .....	3
MGT 113	Human Relations in the Workplace .....	3
MGT 117	Customer Service Management .....	3

Total Semester Credit Hours 15

### Suggested Course Sequence

FALL	SPRING
1st Semester	2nd Semester
CIS 170	BUS 106
COM 120	MGT 117
MGT 113	