

MARKETING MANAGEMENT
Customer Service Specialization Technical Certificate Major Code 62672[◇]

Program Description

The Customer Service Specialization Technical Certificate, offered at North, A. Hugh Adams Central, and Judson A. Samuels South Campuses, is designed to prepare students for immediate employment or advancement in customer service. The courses include materials that teach theory, develop skills and address practical applications for such employment. This certificate is designed to allow the student to participate in numerous activities that lead to strong employable skills. The courses in the certificate can also be applied toward an Associate in Science degree in Business Administration.

Entrance Requirements

HS Diploma or GED

Related Programs

Business Administration Associate in Science Major Code 2119 (2119E)

Business Management Technical Certificate Major Code 62671 (6267E)[◇]

Sports Management Specialization Technical Certificate Major Code 62673[◇]

Business Specialist Technical Certificate Major Code 6288 (6288E)

Entrepreneurship Management Technical Certificate Major Code 62674[◇]

[◇] *Students can earn a certificate from 62671, 62672, 62673, or 62674, but not from two or more of these programs.*

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| MNA1161 | Introduction to Customer Service | 3 |
| MTB1103 | Business Mathematics | 3 |
| CGS1060C | Computer and Internet Literacy | 3 |
| OST2335 | Communications in the Workforce or | |
| MNA1134 | Contact Center Operations | 3 |
| GEB1011 | Introduction to Business or | |
| GEB2949 | Co-op-Specialization Customer Service | 3 |
| ACG2001 | Principles of Accounting I | 3 |
| BUL2241 | Business Law I | 3 |
| MNA2345 | Principles of Supervision | 3 |
| | <i>Total Certificate Semester Hours</i> | <i>24</i> |

It is strongly recommended that students see an advisor every term.

