

**BUSINESS ADMINISTRATION**  
**BUSINESS MANAGEMENT CERTIFICATES**  
**Customer Service Specialization Technical Certificate Major Code 62672<sup>o</sup>**

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***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.

***Related Programs***

Business Administration Associate in Science Major Code 2119 (2119E)  
 Business Management Technical Certificate Major Code 62671 (6267E)<sup>o</sup>  
 Sports Management Specialization Technical Certificate Major Code 62673<sup>o</sup>

Business Specialist Technical Certificate Major Code 6288 (6288E)

Entrepreneurship Technical Certificate Major Code 62674<sup>o</sup>

<sup>o</sup>Students can earn a certificate from 62671, 62672, 62673, or 62674, but not from two or more of these programs.

***Entrance Requirements***

- HS Diploma or GED
- PERT

The PERT test places students into preparatory level reading, writing and math courses designed to prepare them for college-level coursework. Recent ACT or SAT score may also be used for placement. For more information, see <http://www.broward.edu/testing/>. Students who test into college prep courses must successfully complete all of the required coursework to qualify for graduation.

***Term I***

|  |   |                  |
|--|---|------------------|
| MNA 1161                                       | Introduction to Customer Service          | 3                |
| MTB 1103                                       | Business Mathematics                      | 3                |
| CGS 1060C                                      | Computer and Internet Literacy            | 3                |
| OST 2335                                       | Communications in the Workforce <b>or</b> |                  |
| MNA 1134                                       | Contact Center Operations                 | 3                |
| GEB 1011                                       | Introduction to Business <b>or</b>        |                  |
| GEB 2949                                       | Co-op-Specialization Customer Service     | 3                |
| ACG 2001                                       | Principles of Accounting I                | 3                |
| BUL 2241                                       | Business Law I                            | 3                |
| MNA 2345                                       | Principles of Supervision                 | 3                |
| <b><i>Total Certificate Semester Hours</i></b> |   | <b><i>24</i></b> |

**It is strongly recommended that students see an academic advisor or counselor every term.**