



Certificate in Customer Service

Career Curriculum 00BUS0021
Minimum Hours:24
Major Code: 1.2 520411K
Effective Date: Fall 2015

FALL SEMESTER

Dept.	No.		Hrs.	Grade
BUS	116	Keyboarding ¹	3	_____
BUS	135	Office Language Skills	3	_____
BUS	255	Customer Service	3	_____
CIS	101	Introduction to Computers OR CIS 207 Computer Applications	<u>3</u> 12	_____

NOTES AND INFORMATION

<u>Fall Only Courses</u>	<u>Spring Only Courses</u>
BUS 255	MGT 112

¹ Proficiency exams are available for BUS 116 (requiring a production test as well as 40 wpm with no more than three errors on a three-minute straight-copy timing) and BUS 117 (requiring 55 wpm with no more than three errors on a three-minute straight-copy timing) for students entering the program with a sound background in keyboarding. See your advisor or the chairperson of the Business Department for information.

SPRING SEMESTER

Dept.	No.		Hrs.	Grade
ACC	100	Business Accounting OR ACC 200 Financial Accounting I	3	_____
BUS	235	Business Communication	3	_____
MGT	112	Principles of Management	3	_____
COM	115	Speech OR COM 116 Interpersonal Communication	<u>3</u> 12	_____

The Customer Service Certificate Program (00BUS0021) is an ICCB approved extension of the Administrative Assistant AAS Degree (00BUS0009).

This is a Gainful Employment Certificate Program of 16 credit hours or more that prepares the student for gainful employment in a recognized occupation. For detailed information regarding program length, cost, average loan debt and completion details, select the following link to the Gainful Employment Worksheet for this program. [Gainful Employment Worksheet—Customer Service Certificate Program \(00BUS0021\)](http://www.jalc.edu/gainful_employment/customer_service/Gedt.html). You can also access this information by typing the following URL into your browser's address bar: http://www.jalc.edu/gainful_employment/customer_service/Gedt.html.

Career Opportunities: Students successfully completing this program will receive a Certificate of Achievement. This one-year curriculum provides students with the training required to fill support services positions such as a customer service representative or associate in any type of business or other organization.

John A. Logan College reserves the right to modify this curriculum guide as needed. Please verify with your academic advisor the accuracy and time lines of this document.