



FALL SEMESTER

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

SPRING SEMESTER

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

Fall Only Courses Spring Only Courses
 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.

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.

*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.*

Effective Date: Fall 2015

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.