



# Certificate

## Toward a Degree 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 <sup>1</sup>	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

<sup>1</sup> 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	_____
SPE	115	Speech OR SPE 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](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.*