

Certificate
in
Customer Service

FALL SEMESTER

| Dept. | No. | | Hrs. | Grade |
|-------|-----|------------------------------------|------|-------|
| OFT | 116 | Keyboarding ¹ | 3 | _____ |
| OFT | 135 | Office Language Skills | 3 | _____ |
| BUS | 255 | Customer Service | 3 | _____ |
| OFT | 207 | Computer Applications for Business | 3 | _____ |
| | | | 12 | |

NOTES AND INFORMATION

Fall Only Courses Spring Only Courses

BUS 255 MGT 112

¹ Proficiency exams are available for OFT 116 (requiring a production test as well as 40 wpm with no more than three errors on a three-minute straight-copy timing) and OFT 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 | 3 12 | _____ |

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 timelines of this document.