

# Certificate in Customer Service

Career Curriculum: 00BUS 0021  
Minimum Hours: 24  
Major Code: 1.2 520411  
Effective Date: Fall 2025

## FALL SEMESTER

Dept.	No.		Hrs.	Grade
OFT	116	Keyboarding I <sup>1</sup>	3	_____
OFT	135	Office Language Skills	3	_____
BUS	255	Customer Service	3	_____
OFT	207	Computer Applications for Business	<u>3</u>	_____
			12	

## NOTES AND INFORMATION

Fall Only Courses      Spring Only Courses

BUS 255                      MGT 112

<sup>1</sup> 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 201 Financial Accounting	3	_____
BUS	235	Business Communication	3	_____
MGT	112	Principles of Management	3	_____
COM	115	Speech OR COM 116 Interpersonal Communication	<u>3</u> 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.