

PROFESSIONAL CUSTOMER SERVICE CERTIFICATE – B085

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COURSE TITLE	COURSE NUMBER	PRE-REQUISITES	CREDITS	SEMESTER TAKEN	GRADE
PROGRAM REQUIREMENTS			24-25		
Introduction to Business	BUS 101		3		
Computer Applications or Computer Concepts with Applications	BUS 115 CSI 111	Eligibility for ENG 101	3-4		
Mathematics for Business Decision Making	BUS 170	Eligibility for MTH 095 and one of the following: CSI 111 or BUS 115 or BUS 215	3		
Customer Service and Sales	MKT 227		3		
Principles of Marketing	MKT 240		3		
Administrative Support Services (Fall)	OTC 245		3		
Public Speaking	COM 150		3		
Business Elective ¹			3		
Total Credits			24-25		

PROGRAM OVERVIEW
The Professional Customer Service Certificate provides students with the background for positions in direct sales, telemarketing and customer service in both the wholesale and retail sectors.

NOTES:

¹ Select from courses with the following prefixes: ACC, BUS, CSI, HCA, LAW, MGT, MKT, SEC, SPO.

Depending on the course selection 80% of this program can be completed online. Go to <http://webtide.hccd.org> for further information.