

## PROFESSIONAL CUSTOMER SERVICE CERTIFICATE – B085

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E-Institute: <http://webtide.hccdl.org> Courses in red are not available online.

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.

Term/Grade	Course Number	Course Name	Course Credits
<b>PROGRAM REQUIREMENTS</b>			<b>24-25</b>
_____	BUS 101	Introduction to Business	3
_____	BUS 115	Computer Applications <u>or</u>	
_____	CSI 111	Computer Concepts with Applications	3-4
_____	BUS 170	Business Mathematics	3
_____	MKT 227	Customer Service and Sales (Fall)	3
_____	MKT 240	Principles of Marketing	3
_____	OTC 245	Administrative Support Services (Fall)	3
_____	SPE 120	Fundamentals of Speech	3
_____	_____	Business Elective <sup>1</sup> _____	3
<b>Total Credits</b>			<b>24-25</b>

**NOTES:**

<sup>1</sup> Select from courses with the following prefixes: ACC, BUS, CSI, HCA, MGT, MKT, OTC, SPO