

Plan of Study

Business Programs

Customer Service Certificate

**BUSINESS AND ENGINEERING
TECHNOLOGIES DIVISION**
Effective Autumn Semester 2016

Name _____
Student # _____
Date Entered _____
Advisor _____

FIRST SEMESTER		G/T/B	CR	
MKTG 1105	Retailing	T	3	
MKTG 1125	Introduction to Social Media	T	3	
MKTG 1230	Customer Service & Sales	T	3	
SCM 1100	Supply Chain Management Principles	T	3	
BMGT 2554	Negotiations	B	3	
TOTAL			15	

SECOND SEMESTER		G/T/B	CR	

THIRD SEMESTER		G/T/B	CR	

FOURTH SEMESTER		G/T/B	CR	

CERTIFICATE REQUIREMENTS	
B = Basic Education	
T = Technical Education	
Total Basic Ed.	3
Total Non-Technical	3
Total Tech. Ed.	12
TOTAL CERTIFICATE CREDIT HOURS	15