

# Certificate in Customer Service

Career Curriculum : 00BUS0021  
Minimum Hours: 24  
Major Code: 1.2 520411  
Effective Date: Fall 2024

FALL SEMESTER

NOTES AND INFORMATION

| Dept. No. |                                    | Hrs.     | Grade | <u>Fall Only Courses</u> | <u>Spring Only Courses</u> |
|-----------|------------------------------------|----------|-------|--------------------------|----------------------------|
| OFT 116   | Keyboarding <sup>1</sup>           | 3        | _____ |                          |                            |
| OFT 135   | Office Language Skills             | 3        | _____ | BUS 255                  | MGT 112                    |
| BUS 255   | Customer Service                   | 3        | _____ |                          |                            |
| OFT 207   | Computer Applications for Business | <u>3</u> | _____ |                          |                            |
|           |                                    | 12       |       |                          |                            |

<sup>1</sup> Proficiency exams are available for OFT116 (requiring a production test as well as 40wpm with no more