

**Certificate****CUSTOMER SERVICE SPECIALIST**

The *Customer Service Specialist Certificate* is designed to offer students a more focused program of study in relation to the customer care industry. Students will gain a background in basic business, management, and marketing fundamentals, with focused attention placed on the highly-sought after customer service aspect of the industry. Students may apply all of the credit hours earned with this certificate toward completion of the Associate in Applied Science (AAS) in Business Administration degree.

The *Customer Service Specialist Certificate* can be completed via face-to-face, hybrid (50% face-to-face/50% online), and 100% online options. To offer the highest degree of flexibility to our students, the *Customer Service Specialist Certificate* is available 100% online from the comfort of your own home.

**CURRICULUM SEQUENCE**

Listed below are two options for completing the *Customer Service Specialist Certificate*. Please see your academic advisor for assistance with course selection and registration.

<b>Option 1</b>	Course Title	Semester Credit Hours
BUS 101	Introduction to Business	3
MGT 101	Principles of Management	3
MKT 101	Marketing	3
BUS 220	Business Ethics	3
MKT 110	Retailing	3
MKT 135	Customer Service Techniques	3
	<b>TOTAL</b>	<b>18</b>
<b>Option 2</b>		
<b>First Semester</b>		
BUS 101	Introduction to Business	3
MGT 101	Principles of Management	3
MKT 101	Marketing	3
	<b>TOTAL</b>	<b>9</b>
<b>Second Semester</b>		
BUS 220	Business Ethics	3
MKT 110	Retailing	3
MKT 135	Customer Service Techniques	3
	<b>TOTAL</b>	<b>9</b>
	<b>TOTAL CREDIT HOURS</b>	<b>18</b>

For more information about gainful employment, visit: <https://www.hgtc.edu/righttoknow>.