

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.

Required Courses

Customer Service Specialist Requirements

CERTIFICATE REQUIREMENTS: CUSTOMER SERVICE SPECIALIST

Component	Course Title	Semester Credit Hours
BUS 101	Introduction to Business	3
BUS 220	Business Ethics	3
MGT 101	Principles of Management	3
MKT 101	Marketing	3
MKT 110	Retailing	3
MKT 135	Customer Service Techniques	3
	CREDITS	18
	TOTAL CREDIT HOURS	18