

**Customer Service and Sales (Career and Technical Certificate)**

The Customer Service and Sales Career and Technical Certificate is designed to prepare students with information and practice in utilizing appropriate customer service skills in current and future career and community endeavors. It includes 12 total hours of coursework in business communications, selling techniques, and business computer applications. These courses allow students to develop a broad range of skills in key areas that will enhance their ability to deliver excellent customer service in any field or industry. Students will have the opportunity to receive a professional credential upon passing a certification exam. This program of study is not designed for college transfer.

To receive this certificate, the student must:

- Have a cumulative GPA of 2.00 or better in all credits to be used towards the certificate.
- Earn a “C” or better in all courses.
- Complete the coursework listed below.

Program Outcomes. Upon successful completion of the program, the graduate will be able to:

1. Describe various approaches to personal selling and its role in organizations.
2. Identify the key functions of a business.
3. Demonstrate the ability to work successfully in a team.
4. Demonstrate skills (create, edit, organize, and visually enhance documents) using four basic software applications incorporated in Microsoft Office, with an emphasis on advanced topics in Microsoft Excel.

**PROGRAM OF STUDY**

		<b>Credit Hours</b>
BUSN 1003	Introduction to Business	3
BUSN 1503	Professional Selling	3
BUSN 2403	Business Communication	3
CSCI 2203	Microcomputer Applications in Business	3
<hr/> Total Program Hours		<b>12</b>

For more information, contact the Division of Business and Law at (225) 216-8154.