

**Customer Service, Certificate of Technical Studies**  
**BRCC Catalog 2016-2017**

Required Courses	Course Taken	Sem/Yr Taken	Grade Earned	Grade Req.	Hours
English Composition I (ENGL 1013)				>=C	3
Customer Service for Business Prof. (BUSN 1303)				>=C	3
Negotiations in Business (MANG 1503)				>=C	3
Race Relations (SOCL 2413)				>=C	3
Approved Communication Elective <sup>1</sup>				>=C	3
<b>Total Hours</b>					<b>15</b>

<sup>1</sup>**Approved Communication Electives:**

- Business Communication (BUSN 2403)
- Fundamentals of Speech (SPCH 1013)
- Techniques of Speech (SPCH 2013)
- Interpersonal Communication (SPCH 2213)
- Communication for Business Professionals (SPCH 2313)