

Certificate of Technical Studies in Customer Service

Degree checklist for students enrolled fall 2012 and later

BRCB Catalog (2012-2013, 2013-2014, 2014-2015, 2015-2016)

Required Courses	Course Taken	semester/ year taken	Grade Earned	Grade Req.	Hours
English Composition I (ENGL 101)				>=C	3
Customer Service for Business Prof. (BUSN 130)				>=C	3
Negotiations in Business (MANG 150)				>=C	3
Race Relations (SOCL 203)				>=C	3
Approved Communication Elective*				>=C	3
Total Hours					15

***Approved Communication Electives:**

- Business Communication (BUSN 240)
- Fundamentals of Speech (SPCH 101)
- Techniques of Speech (SPCH 120)
- Interpersonal Communication (SPCH 210)
- Communication for Business Professionals (SPCH 220)