

**Customer Service, Certificate of Technical Studies
BRCC Catalog 2019-2020**

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 ¹				>=C	3
Total Hours					15

¹**Approved Communication Electives**

Business Communication (BUSN 2403)

Fundamentals of Speech Communication (SPCH 1013)

Techniques of Speech (SPCH 2013)

Interpersonal Communication (SPCH 2213)

Communication for Business Professionals (SPCH 2313)