

Customer Service, Certificate of Technical Studies
BRCC Catalog 2015-2016

Required Courses	Course Taken	Sem/Yr 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 ¹				>=C	3
Total Hours					15

¹**Approved Communication Electives:**

- Business Communication (BUSN 240)
- Fundamentals of Speech (SPCH 1011)
- Techniques of Speech (SPCH 120)
- Interpersonal Communication (SPCH 210)
- Communication for Business Professionals (SPCH 220)