



Summer 2017

Business Management – Contact Center Specialist Certificate 15 Credits

The Contact Center Specialist 15 credit certificate in the Business Management program better prepare students for a career in today's customer centric business environment. Through instruction and practical simulations, students will quickly learn to develop a customer strategy and deliver the best customer experience any time they interact with stakeholders in any field.

Contact: Nausica Zorzi, ext. 4651
nzorzi@greenriver.edu

Dept./No.	Course Title	Credits
BUS& 101	Introduction to Business	5
BUS 257	Customer Service Strategies	5
BUS 259	Customer Service Representative Practicum	5