



Summer 2017

Business Management – Customer Service Representative
Certificate of Proficiency
45 Credits

Contacts: Tim Broxholm, ext. 4377 Jeff Perlot, ext. 4865
tbroxholm@greenriver.edu jperlot@greenriver.edu

Dept./No.	Course Title	Credits
# B A 145 or BTAC 110	Business Computation or Business Math Applications	5
# CMST& 210 or CMST& 220	Interpersonal Communications or Public Speaking	5
# ENGL& 101 or BTAC 130	English Composition I or Business Correspondence	5
BTAC 100	Fundamentals of Computers	5
* BTAC 101	Beginning Keyboarding	5
# BUS 166	Human Relations and Work Readiness	5
BUS 257	Customer Service Strategies	5
BUS 259	Customer Service Representative Practicum	5

Electives: Choose 5 credits from the following courses to total 45 credits.

BUS& 101	Introduction to Business	5
BUS 103	Business Leadership	5
BUS 159	Professional Selling	5
BUS 202	Introduction to Project Management	5
BUS 258	Principles of Management and Supervision	5
CMST 217	Communication for Business and Professions	5
CMST& 230	Small Group Communication	5

* *Keyboarding skills may be demonstrated by passing a typing test at 40 wpm administered by the Business Technologies and Administrative Careers.*

Satisfies related instruction requirements.