



# Customer Service (212)

## Certificate Program

### ABOUT OUR PROGRAM

This customer service certificate will allow students to have intimate knowledge of customer needs, work with the public, learn interpersonal skills, and help to resolve disputes in ways which are beneficial to both customer and company.

### NATURE OF WORK AND EMPLOYMENT

Job positions include retail sales, retail cashiers, counter/retail workers, parts sales persons, retail sales personnel, and sales/other related workers.

### SPECIAL CONSIDERATIONS

This program develops basic specialized skills. For a broader range of skills that relate to the management of organizations, students should consider one of the degree programs offered in Accounting or in related Business areas. A workplace experience is encouraged and may be made available.

### PROGRAM CONTACTS

Call Highland at 815-235-6121 for the following program contacts:

- Scott Anderson, Dean of Business & Technology
- Thedford Jackson, Transfer Coordinator/Student Advisor

### First Semester

**9 Sem. Hours**

* BMAC	142	Electronic Calculator	1
* BUSN	125	Mathematics of Business	3
INFT	105	Basic Keyboarding I	1
* INFT	106	Basic Keyboarding II	1
INFT	110	Introduction to Personal Computers	1
* INFT	131	Beginning Microsoft Word	1
* INFT	140	Beginning Excel	1

### Second Semester

**13 Sem. Hours**

^ ACCT	115	Computer Applications in Accounting	2
* BUSN	141	Business Communications (or COMM 101 or ENGL 121)	3
BUSN	143	Fundamentals of Retailing	3
BUSN	225	Personal Finance	3
* INFT	115	Introduction to the World Wide Web	1
OCED	250	Workplace Preparation	1

### Third Semester

**9 Sem. Hours**

BUSN	130	Business Equipment	1
BUSN	131	Money and Inventory Control	1
BUSN	243	Sales and Personal Communication	2
PSY	160	Psychology of Human Relations	2
Three credit hours from BUSN, INFT, OFFT, OCED			3

**Total Hours =**

**31**

\* Course has a prerequisite. See course descriptions.

^ Knowledge of Microsoft Excel is recommended for this course.

In compliance with U.S. Department of Education disclosure guidelines, gainful employment statistics for certificate programs can be found at [www.highland.edu/hcc\\_academics](http://www.highland.edu/hcc_academics).

