



*Internal Certificate*     **2014-2015**

**Administrative Professional  
Elkhorn-Kenosha-Racine Campuses and Online**

**CUSTOMER SERVICE  
CERTIFICATE  
(90-106-10)**

**7 Credits**

This certificate provides principles, theory, and hands-on activities as related to customer service. This is an online certificate and is open to any student at Gateway.

**REQUIRED COURSES**

<b><u>Course Number</u></b>	<b><u>Course Title</u></b>	<b><u>Credits</u></b>
106-016	Principles of Customer Service	3
106-018	Customer Service Management (Prereq: 106-016)	3
106-017	Customer Service Capstone (Prereq: Instructor Consent)	<u>+ 1</u>
		7

NOTE: Students must complete a certificate program with a minimum of a 2.0 Program GPA.  
NOTE: Prerequisites can be waived with departmental approval.