



## 2016-2017 Certificate

**Certificate:** CUSTOMER SERVICE (90-106-10)

**Credits:** 7 Credits

**Description:** 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.

**Related program:** Administrative Professional

**Campuses Available:** Elkhorn, Kenosha, Racine and Online

### REQUIRED COURSES

<input checked="" type="checkbox"/>	<u>Semester One</u>	<u>Credits</u>	<u>Prerequisite</u>	<u>Corequisite</u>
<input type="checkbox"/>	106-016 Principles of Customer Service	3		
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input checked="" type="checkbox"/>	<u>Semester Two</u>	<u>Credits</u>	<u>Prerequisite</u>	<u>Corequisite</u>
<input type="checkbox"/>	106-018 Customer Service Management	3	106-016	
<input type="checkbox"/>	106-017 Customer Service Capstone	1	Inst. Consent	
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<b>Total Credits</b>		<b>7</b>		

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