



2015-2016 Internal 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"/>				
Total Credits		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.