



2020-2021 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: Kenosha Campus 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 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.