



**BUSINESS
CALL CENTER CLERK
2008-2009**

Name: _____

SSN/ID: _____

Date: _____

Complete the following program of study:

| Certificate in Call Center Clerk (R.226B.CC) Major requirements (16 units minimum) | units | completed | in progress | planned |
|---|--------------|------------------|--------------------|----------------|
| OT 1 – Computer Basics | 1.5 | | | |
| OT 13A – Microsoft Access Essentials | 1.5 | | | |
| OT 13C – Database Projects | 1.5 | | | |
| *OT 19V – Cooperative Work Experience, Information Systems | 1 | | | |
| OT 23 – Data Entry | 3 | | | |
| OT 25 – Computerized Filing | 1.5 | | | |
| OT 44 – Filing Procedures | 1.5 | | | |
| OT 46 – Championship Typing | 1.5 | | | |
| OT 48 – Today's Receptionist | 1.5 | | | |
| OT 49 – Business English | 1.5 | | | |

***OT 19V is only offered at the Madera Center.**

Faculty Advisors: Mrs. Toni Ensz (Reedley), Mrs. Pam Gilmore (Reedley) and Mrs. Francine Underwood (Madera)