



**BUSINESS  
CUSTOMER SERVICE  
2008-2009**

Name: \_\_\_\_\_

SSN/ID: \_\_\_\_\_

Date: \_\_\_\_\_

Complete the following program of study:

<b>Certificate in Customer Service (R.2043.CC) Major requirements (12.5 units minimum)</b>	<b>units</b>	<b>completed</b>	<b>in progress</b>	<b>planned</b>
BA 19V – Cooperative Work Experience, Business	1			
BA 101 – Business Basics	1			
BA 103 – Customer Service in Business	1.5			
FM 123 – Fashion Image	1			
IS 10 – Keyboarding	1			
MATH 260 – Arithmetic Review (or higher level math)	3			
OT 1 – Computer Basics	1.5			
OT 8 – Practicum in Customer Relations	1.5			
OT 260 – Topics in Office Technology	1			

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