



# BUSINESS CALL CENTER CLERK 2009-2010

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

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

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

Complete the following program of study:

| <b>Certificate in Call Center Clerk<br/>(R.226B.CC)<br/>Major requirements (16 units minimum)</b> | <b>units</b> | <b>completed</b> | <b>in progress</b> | <b>planned</b> |
|---|--------------|------------------|--------------------|----------------|
| 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)