



**OFFICE TECHNOLOGY
CUSTOMER SERVICE
2010-2011**

Name: _____

SSN/ID: _____

Date: _____

Complete the following program of study:

Certificate in Customer Service (R.2043.CN) Major requirements (12.5 units minimum)	units	completed	in progress	planned
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)