

New River Community & Technical College
 Advanced Skill Set Certificate
Certified Customer Service Specialist (ASSC)
 2016-2017 Catalog

Student Name _____ Student ID # _____

Course	Title	Credits	Grade	Qual. Pts.
BUSN 272	Career and Professional	3	_____	_____
COSC 101	Microsoft Office Applications	3	_____	_____
MRKT 120	Service Industry Environment	3	_____	_____
MRKT 121	Customer Contact Skills	3	_____	_____
MRKT 122	Business Practices Applications For the Customer Service Environment	3	_____	_____

Program Total Hours 15

 Advisor Signature

 Date