

New River Community & Technical College
Advanced Skill Set Certificate
Certified Customer Service Specialist (ASSC)
2012-2013 Catalog

Student Name _____ Student ID # _____

Course	Title	Credits	Grade	Qual. Pts.
MRKT 120	Service Industry Environment	3	_____	_____
MRKT 121	Interpersonal Contact Skills	3	_____	_____
COSC 101	Microsoft Office Applications	3	_____	_____
MRKT 122	Bus Prac Appl Cust Serv Envir	3	_____	_____
BUSN 272	Career & Prof Development	3	_____	_____

Program Total Hours 15

Advisor Signature

Date

Course substitutions/waivers are not allowed