

New River Community & Technical College  
Advanced Skill Set Certificate  
**Certified Customer Service Specialist (ASSC)**  
2019-2020 Catalog

Student Name \_\_\_\_\_ Student ID # \_\_\_\_\_

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

Program Total Hours 15

\_\_\_\_\_  
Advisor Signature

\_\_\_\_\_  
Date

Course substitutions not allowed