



2017-2018 Completion Guide

Customer Service, Certificate of Completion

DATE _____

ICCB Approved Total Program Hours: 9

3/7/2016

The following suggested schedule is based on full-time enrollment. Students planning to transfer to a senior institution should check with that institution for specific transfer requirements.

Courses that are approved for the AA/AS degrees are **bolded**.

First Semester						
Course	Title	Credit Hours	Mode of Delivery	Pre Requisites	Term(s) Offered	Notes
BUS 110 or	Principles of Customer Service	3	T	None	FL/SP	
HOSP 110	Customer Service for Hospitality	3	T	None	FL/SP	
MGMT 102	Human Relations	3	T, B	None	FL/SP	
BUS 111	Business Communications	3	T, W	None	FL/SP/SM	
	Total Semester Hours:					

For more information

Counseling & Advising
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815-280-2673

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William O'Connor
815-280-2404