



**17-105-2 CUSTOMER SERVICE**  
**2019-20 CERTIFICATE CURRICULUM CHECKLIST**  
**WISCONSIN INDIANHEAD TECHNICAL COLLEGE (WITC)**  
**ASHLAND\*, NEW RICHMOND\*, RICE LAKE\*, SUPERIOR\***  
**OUTREACH CENTERS: HAYWARD\*, LADYSMITH\***

\*Combination of Online, Your Choice, In Person, and ITV (Interactive Television)

Name/ID \_\_\_\_\_

Date \_\_\_\_\_

Certificate courses are scheduled on an ongoing basis.

To search for available courses, go to the W I T C webpage and click on "Find A Class" at the top of the page

CATALOG NUMBER	COURSE TITLE	HOURS PER WEEK		CREDITS		NOTES	DATE COMPLETED	TRANSFER OR GRADE
10-104-102 or 10-809-172	Marketing Principles or Introduction to Diversity Studies	4 or 3	hours per week	3 or 3	credits			
10-890-116	Job Quest	2	hour per week	1	credit			
10-106-164	Office Communication Prerequisites: 10-106-110 Document Formatting and 10-106-146 Proofreading for the Office	4	hours per week	3	credits			
10-196-108	Customer Service	1	hours per week	1	credit			
10-196-138	Conflict Resolution and Confrontation Skills	1	hour per week	1	credit			
10-801-136	English Composition 1	3	hours per week	3	credits			
10-801-196	Oral/Interpersonal Communication	3	hours per week	3	credits			
	<b>TOTAL CREDITS</b>	16-17	hours per week	15	credits			
	<b>CERTIFICATE REQUIREMENTS</b>			<b>15</b>	Total Credits			

Please be advised that low enrollment class sections may be cancelled. You will be contacted by Student Services with information on other class sections available in alternate formats.

*CERTIFICATE REQUIREMENTS: Although your academic advisor can provide guidance, you are ultimately responsible for selecting courses that meet a certificate's completion requirements. This certificate requires a GPA of 2.0 in a 4.0 grade system to complete.*

All prerequisite/corequisite courses must be completed with a grade point of 2.0 or better.

Revised 4/12/2019