

STUDENT SCORECARD

Sacramento City College: Business & CIS Division

CUSTOMER SERVICE CERTIFICATE

Academic Year: _____

Date: _____

Name: _____

ID: _____

Phone: _____

** The Certificate may be obtained by completion of the required program with grades of C or better.*

<input type="checkbox"/>	Course #	Course Name	Units	Prerequisites and Advisories*	Semester Offered			Rec Sem	Grade
					FA	SP	SU		
	BUS 260	Communicating with Customers	0.5	Prerequisite: None		F		2 nd	
	BUS 261	Exceptional Customer Service	0.5	Prerequisite: None	F			1 st	
	BUS 262	Team Building in the Workplace	0.5	Prerequisite: None	F			1 st	
	BUS 263	Attitude in the Workplace	0.5	Prerequisite: None	F			1 st	
A Minimum of 2 units from the following:									
	BUS 264	Ethics and Values in the Workplace	0.5	Prerequisite: None	F			1 st	
	BUS 265	Stress Management in the Workplace	0.5	Prerequisite: None		F		2 nd	
	BUS 266	Time Management in the Workplace	0.5	Prerequisite: None		F		2 nd	
	BUS 267	Dealing with Conflict in the Workplace	0.5	Prerequisite: None		F		2 nd	
	BUS 268	Decision Making & Problem Solving in the Workplace	0.5	Prerequisite: None	F			1 st	
	BUS 269	Organizational Change	0.5	Prerequisite: None		F		2 nd	
Total Units Required:			4						