

GUIDED PATHWAY: CUSTOMER SERVICE REPRESENTATIVE CERTIFICATE

BUSINESS, HOSPITALITY and GLOBAL TRADE CAREER PATH



For more information, visit the [Dallas College Marketing Careers webpage](http://www.dcccd.edu/marketing) [www.dcccd.edu/marketing] and your academic advisor at your campus.

This is an example course sequence for students interested in pursuing the Customer Service Representative Certificate. It does not represent a contract, nor does it guarantee course availability. Following this pathway will help you earn a Customer Service Representative Certificate. Courses from this certificate may apply to the related A.A.S. degree. Students must earn at least 25% of the credit hours required for graduation through instruction by Dallas College. See catalog for [official certificate requirements](#).

This certificate program is designed to prepare you for marketing career opportunities in all areas of customer service. Courses that complete the Customer Service Representative Certificate are noted below.

Students pursuing this certificate are waived from the [Texas Success Initiative \(TSI\)](#) standards but must meet course prerequisites.

Catalog Year	2021-2022	You may use this pathway if you entered Dallas College on or before this date.
Degree Type	Level I Certificate	
GPA Requirement	Student must earn a GPA of 2.0 or higher	
TSI	May be Exempt	

SEMESTER-BY-SEMESTER MAP FOR FULL-TIME STUDENTS

All plans can be modified to fit the needs of part-time students. This is not an official degree plan. See catalog for [official certificate requirements](#).

CERTIFICATE MINIMUM: 18 SEMESTER CREDIT HOURS

SEMESTER 1 Total Hours: 9

[MRKG 1311](#) – Principles of Marketing
[MRKG 1301](#) – Customer Relationship Management
[BUSI 1301](#) – Business Principles

SEMESTER 1 ACTION ITEMS

1. Meet with your advisor to confirm academic and career goals before the end of the semester.
2. Meet with a faculty or career advisor regarding placement for the Cooperative Education course.

SEMESTER 2 Total Hours: 9

[BMGT 2303](#) – Problem Solving and Decision Making
[POFT 2312](#) – Business Correspondence and Communication
[MRKG 1381](#) – Cooperative Education-Marketing/Marketing Management, General

SEMESTER 2 ACTION ITEMS

1. Meet with your advisor to request an official program of study audit and confirm or update your academic and career path and program of study.
2. Apply for Customer Service Representative Certificate.

PATHWAY TOTAL: 18 SEMESTER CREDIT HOURS