

Certificate in Customer Service

(12 hours)

Certificate programs in the Department of Applied Business Studies require 12 credit hours and are composed of courses specific to an area of study. To obtain a Certificate in Customer Service, students must complete the courses outlined below, and submit the "Intent to Complete a Certificate" form on the right side of the page to the Department of Applied Business Studies.

Required Courses:

MKT 301 Marketing Principles

MKT 302 Strategic Selling

MKT 403 Retail Management

MKT 603 Customer Service & Relationship Management

(No grade lower than a "C" is acceptable for the classes taken. All courses applied toward the certificate must be taken for credit, and cannot be counted toward more than one certificate.)

Upon completion of certificate requirements you should receive your certificate in the mail approximately 2-4 weeks from the date of approval.

FORT HAYS STATE UNIVERSITY DEPARTMENT OF APPLIED BUSINESS STUDIES

Intent to Complete a Certificate in Customer Service

Student _____
(Last Name) (First Name) (Middle Name)

Student ID# _____ Phone Number _____

Major _____ E-Mail _____

List the address the certificate should be mailed to:

(Street Address) (Apt. #)

(City) (State) (Zip Code)

Please indicate the semester, year, and grade for each of the following classes you completed:

Semester	Year	Grade	
_____	_____	_____	MKT 301 Marketing Principles
_____	_____	_____	MKT 302 Strategic Selling
_____	_____	_____	MKT 403 Retail Management
_____	_____	_____	MKT 603 Customer Service & Relationship MGT

Student Signature _____

Certificate Approval _____
(Department Chair Signature) (Date)