



**17-105-2 CUSTOMER SERVICE SPECIALIST**  
**2023-24 CERTIFICATE CURRICULUM CHECKLIST**  
**NORTHWOOD TECHNICAL COLLEGE**  
**ASHLAND\*, NEW RICHMOND\*, RICE LAKE\*, SUPERIOR\*, ONLINE**  
**OUTREACH CENTERS: HAYWARD\*, LADYSMITH\***  
 \*Combination of Online, Your Choice or On Site instruction

Select courses are available at the Northwood Tech Outreach Centers. Please contact your local campus for specifics.

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

**Certificate courses are scheduled on an ongoing basis.**

To search for available courses, go to the Northwood Tech 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
10104102	Marketing Principles	4 hours per week	3 credits			
10104104	Selling Principles	4 hours per week	3 credits			
10890116	Job Quest	2 hours per week	1 credit			
10104191	Customer Service Management	3 hours per week	3 credits			
10196138	Conflict Resolution and Confrontation Skills	1 hours per week	1 credit			
10801196	Oral/Interpersonal Communication	3 hours per week	3 credits			
	<b>TOTAL CREDITS</b>	17 hours per week	14 credits			
	<b>CERTIFICATE REQUIREMENTS</b>		14 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.*

**EARN CREDIT FOR WHAT YOU ALREADY KNOW:**

[Visit Credit for Prior Learning for more information](#)

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