

Recommended Sequence of Courses

Program of Study: Customer Service Skills revised 8/30/11

Department: Business Administration

Coordinator: Peg Saragina (707) 527-4693

Effective: Summer 2012

Course Number	Course Title	Units
First Semester		
BOT 154.2	Customer Service Skills for Business (fall only online)	0.5
BOT 154.3	Business Etiquette (fall only online)	0.5
BOT 154.4	Time Management Skills (fall only online)	0.5
First Semester Unit Total:		1.5
Second Semester		
BOT 154.5	Ethical Issues in the Business Office (spring only online)	0.5
BOT 154.9	Stress Management for Office Workers spring only online)	0.5
Second Semester Unit Total:		1.0
Third Semester		
BOT 154.7	Communicating with People (summer only online)	0.5
BOT 154.8	Team Building for Office Workers (summer only online)	0.5
BOT 154.10	Conflict Management for Office Workers (summer only online)	0.5
BOT 154.11	Attitude in the Office Work Environment (summer only online)	0.5
BOT 154.12	Decision Making & Problem Solving (summer only online)	0.5
Third Semester Unit Total:		2.5

Minimum units to meet program requirements: 5.0

The recommended sequence is based
on an assumed fall semester start. Take note of courses
that are offered in a fall, spring, or summer only
semester.

Notes: