



DUAL CREDIT CHECKLIST:

Course Name:	Customer Service
Course Number:	BUSI2005
Program(s) to which this course can be applied:	Business, Business-Administration
Can this course be used as a General Education credit?	No
Is there a hands-on component to the course? Please elaborate	This course combines lectures from the instructor with videos, interactive discussions, group activities, and customer contact exercises.
Is there a textbook used with the course?	Students are expected to read assigned sections of the textbook provided.
What are the required assignments within this course?	Tests: 30%; Assignments: 30% , Practicum:40%
