

Bilingual Customer Service Specialist Certificate Program BC11

Updated: 5/06/2015
Effective Term: 201516

Curriculum

Program-Specific Core – Total of 15 Hours

BUSN 1045 *Managing Customer Relationship* (2)
MGMT 1120 *Introduction to Business* (3)
SPAN 1101 *Intro to Spanish Lang/Culture* (3)
SPAN 1102 *Intro to Spanish Lang/Culture II* (3)
SPAN 1050 *Spanish Culture & Community* (2)

LETA 2120 *Fund. Spanish for Law Enforcement* (2) - OR -
ALHS 1054 *Spanish for Allied Health Workers* (3) - OR -
HORT 1690 *Horticulture Spanish* (3)

Total: 15 Hours

Program Description

The Bilingual Customer Service Specialist certificate of credit prepares people for work in the business environment by training the individual to provide quality customer service in both English and Spanish through an understanding of the nature of business customer service, Hispanic culture and etiquette, and personal growth and development in the context of constant change. Graduates will be trained to work in a variety of business environments.

Program Specific Information

Students are accepted every semester based on course and space availability.

Program Length & Availability

2 Semesters

Campus Availability: Oakwood

Admissions Requirements

- Must be 16 years of age.
- High school diploma or GED is required prior to admission.
(*Official transcripts or GED scores must be submitted from all colleges and/or high schools attended for credit.*)
- ACCUPLACER Testing, or submit SAT, ACT, CPE, COMPASS, or ASSET test scores.

Financial Aid

This program is not eligible for the Pell Grant, but may be eligible for Institutional and State Financial Aid. Contact a Financial Aid Counselor for eligibility requirements and application materials.

[Click here to jump back to Curriculum](#)

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<http://www.laniertech.edu/GE.aspx>