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| **Housatonic Community College**  Course Selection Guide for **2011-2012****Business Certificate:  Customer Service/Marketing**    (Banner code: EK03)**(Must be printed and filled out manually)**  |
| Name  | Banner ID No. |
| Address | Program Entry Date |
|   | Advisor |

**Placement Assessment:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| □ MAT\* 075 (DS091)    | □ MAT\* 095 (DS095)    | □ DS099    |   |   |
| □ ENG\* 003(DS010)    | □ ENG\* 013 (DS050)    | □ ENG\* 043 (EN100R)    | □ ENG\* 073 (DS 011)    | □ ENG\* 093  |

**Program Requirements :**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SemesterTaken | CourseNo.  | Grade  | Course Number (Previous No.)  | Course Title  | Credits |
| ***Second Semester*** |
|   |   |   | **BMK\* E205** (BU 239)  | Business to Business Marketing  | 3  |
| ***First Semester*** |
|   |   |   | **ENG\* E101** (EN 101)  | Composition  | 3  |
| ***Second Semester*** |
|   |   |   | **BMK\* E207** (BU 238)  | Consumer Behavior  | 3  |
| ***First Semester*** |
|   |   |   | **BMK\* E123** (BU 114)  | Principles of Customer Service  | 3  |
| ***Second Semester*** |
|   |   |   | **BBG\* E210** (BU 211) **1**  | Business Communication (Spring and Summer only)  | 3  |
| ***First Semester*** |
|   |   |   | **BMK\* E201** (BU 111)  | Principles of Marketing  | 3  |
| ***Second Semester*** |
|   |   |   | **Restricted** **2**  | Elective  | 3  |
| **Total Credits**  | 21 |

**1** BBG\* E210 requires permission of the instructor or permission of the Academic Advisor.**2** Three credits are restricted to BMK\* E106, BMK\* E214, BMK\* E241. Choice should be made after consultation with the Program Advisor.  |

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