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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 :**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Semester Taken | Course No. | 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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