



Tooele Applied Technology College

88 S Tooele Blvd, Tooele, Utah 84074

435-248-1800

Certificate Syllabus		Customer Service
Certificate (Catalog Year: 2017)		
TATC Core (290 hours required)		Hours
<i>Customer Service (290 hours required)</i>		<i>Hours</i>
<i>Keyboarding I (BTEC1010)</i>		60.00
<i>Lesson 1-4 (1)</i>		10.00
<i>Lesson 5-8 (2)</i>		10.00
<i>Lesson 9-12 (3)</i>		10.00
<i>Lesson 13-16 (4)</i>		10.00
<i>Lesson 17-20 (5)</i>		10.00
<i>Lesson 21-24 & final Assessment (6)</i>		10.00
<i>Basic Computer Literacy (BTEC1500)</i>		30.00
<i>Basic Computer Principles (1)</i>		6.00
<i>MS Office Word (2)</i>		8.00
<i>MS Office Excel (3)</i>		8.00
<i>MS Office Access (4)</i>		8.00
<i>Business Calculations (BTEC1020A)</i>		60.00
<i>10-Key Lesson 1-13 (1)</i>		10.00
<i>10-Key Lesson 14-24 (2)</i>		10.00
<i>Introduction and Whole Numbers by Touch (3)</i>		10.00
<i>Basic Math: Addition and Subtraction (4)</i>		10.00
<i>Basic Math: Multiplication and Division (5)</i>		10.00
<i>Special Math Functions (6)</i>		10.00
<i>Business Communication (BTEC1531)</i>		90.00
<i>Communication Foundations (1)</i>		15.00
<i>The Writing Process (2)</i>		15.00
<i>Workplace Communication (3)</i>		15.00
<i>Positive, Negative, and Direct Messaging (4)</i>		15.00
<i>Business Reports and Research (5)</i>		15.00
<i>Business Proposals and Presentations (6)</i>		15.00
<i>Employment Communication (BTEC1400)</i>		30.00
<i>The Job Search, Resumes and Cover Letters (1)</i>		6.00
<i>Resume (2)</i>		9.00
<i>Interviewing and follow-up (3)</i>		9.00
<i>Mock Interview and Salary Negotiations (4)</i>		6.00
<i>Workplace Relations (WKS1501)</i>		20.00

<i>Attitude (1)</i>	5.00
<i>Time Management (2)</i>	5.00
<i>Communication (3)</i>	5.00
<i>Conflict Resolution/Relationship Building (4)</i>	5.00