

Certified Customer Service Specialist (CC81)

Certificate eMap

This eMap, along with regular meetings with your program advisor and using DegreeWorks, will help you remain on track to finish your program as quickly as possible and graduate from Georgia Northwestern Technical College. This eMap is intended to be used when beginning the program in Fall semester. Starting the program in Spring or Summer semesters may alter the suggested courses or course availability. This pathway is based on the 2026-2027 academic year.



1 st set of suggested courses			
Course		Hours	Completed
MKTG 1161	Service Industry Business Environment	2	☐
MKTG 1162	Customer Contact Skills	4	☐
MKTG 1163	Computer Skills for Customer Service	2	☐
MKTG 1164	Business Skills for the Customer	2	☐
MKTG 1165	Personal Effectiveness in Customer Service	1	☐

Total Credit Hours: 11 Minimum Credit Hours Required to Complete Certification

Certified Customer Service Specialist Certificate Planning Notes:

- This program is only offered in Summer semester and is taught 100% online.
- This certificate is taught as a cohort and all courses are taught concurrently.
- Students will complete and receive this certificate in one semester.
- Program Advisor for CC81 is Beverly Padgett bpadgett@gntc.edu

Additional information for the Certified Customer Service Specialist Certification and program requirements can be found at [GNTC 2026-2027 Catalog](#).