



17-105-2 Customer Service Specialist

2026-27 Required Courses

Northwood Technical College

Ashland*, New Richmond*, Rice Lake*, Superior*, Online

Outreach Center: Hayward*

*Combination of Online, Your Choice or On Site instruction

Select courses are available at the Northwood Tech Outreach Centers. Please contact your local campus for specifics.

Name/ID _____

Date _____

Certificate courses are scheduled on an ongoing basis.

To search for available courses, go to the Northwood Tech webpage and click on "Find A Class" at the top of the page

Catalog Number	Course Title	*Hours per Week	Credits	Notes	Date Completed	Transfer or Grade
10104102	Marketing Principles	4 hours per week	3 credits			
10104104	Selling Principles	4 hours per week	3 credits			
10890116	Job Quest	2 hours per week	1 credit			
10104191	Customer Service Management	3 hours per week	3 credits			
10196138	Conflict Resolution and Confrontation Skills	1 hours per week	1 credit			
10801196	Oral/Interpersonal Communication	3 hours per week	3 credits			
	TOTAL CREDITS	17 hours per week	14 credits			
	TOTAL CREDITS		14 Total Credits			

*Hours per week represents periods of instruction and/or work-based learning hours per week (class hours). Additional time may be required outside of class to complete assignments. For more details on what you can expect outside of class, please see the "Expectations Outside of the Classroom" section of the Student Handbook.

Please be advised that low enrollment class sections may be canceled. You will be contacted by Student Services with information on other class sections available in alternate formats.

Certificate Requirements: Although your academic advisor can provide guidance, you are ultimately responsible for selecting courses that meet a certificate's completion requirements. This certificate requires a GPA of 2.0 in a 4.0 grade system to complete.

Earn credit for what you already know:

[Visit Credit for Prior Learning for more information](#)

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