

Universidad Castro Carazo

Carrera: **SR01 TECHNICAL PROGRAM IN CUSTOMER SERVICE**
Enfasis: **01 TECHNICAL PROGRAM IN CUSTOMER SERVICE**
Plan: **001 TECHNICAL PROGRAM IN CUSTOMER SERVICE**
Grado Academico: **001 Técnico**

Nivel 1

Código	Materia	Créditos	Requisitos
SR1001	BUILD YOUR OWN BRAND	0	
SR1002	CUSTOMER SERVICE COMMUNICATIONS I	0	
SR1003	CALL CENTER OPERATIONS BASICS	0	
SR1004	CUSTOMER SERVICE COMMUNICATIONS II	0	SR1002

Nivel 2

Código	Materia	Créditos	Requisitos
SR2001	CUSTOMER SERVICE COMMUNICATIONS III	0	SR1004
SR2002	INTERPERSONAL RELATIONSHIPS I	0	
SR2003	INTERCULTURAL COMMUNICATION	0	
SR2004	ACCENT REDUCTION I	0	

Nivel 3

Código	Materia	Créditos	Requisitos
SR3001	ACCENT REDUCTION II	0	SR2004
SR3002	INTERPERSONAL RELATIONSHIPS II	0	SR2002
	10 Materias	0	Créditos

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