

## 2023-24 ACADEMIC PROGRAMS

### RETAIL AND BUSINESS OPERATIONS (CTRBUS)

#### Certificate

This certificate program prepares students to be knowledgeable, capable, and enthusiastic employees who can procure, display and deliver products and services to customers profitably in a retail setting. Students will gain the skills and expertise needed to manage retail projects as well as make and communicate decisions related to human resources, profits, productivity, and safety when managing the operations processes of a business unit.

This is a **high demand, high skill** and **high wage** program as defined by the [Michigan Community College Network](#).

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Program is also available online

#### Description

It takes a large number of people working in customer-facing roles as well as behind-the-scenes in a retail operation to keep employees, customers and investors happy. Students who complete this certificate will be knowledgeable, capable and enthusiastic employees who can procure, display and deliver products and services to customers profitably in a retail setting. Students will gain the skills and expertise needed to manage retail projects as well as make and communicate decisions related to human resources, profits, productivity and processes when managing the operations aspect of a business unit.

#### Course Requirements

##### Major/Area Requirements

Class	Title	Minimum Credits
BMG 205	Creating the Customer Experience	3
BMG 206	Retail Principles and Practices	3
BMG 228	Purchasing and Inventory Control	3
BMG 273	Managing Operations	3
BMG 275	Business and Supply Chain Analytics	4
Total		16

#### Total Credits Required: 16

Accurate as of 02/03/2023 Information is subject to change without notice.