

Dakota County Technical College

SMGT 1250: Managing Customer Service

A. COURSE DESCRIPTION

Credits: 1

Lecture Hours/Week: 1

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

THIS COURSE IS THE SAME AS ENTR1550. Identify how supervisors can plan for and support excellent customer service through developing a service strategy. Examine the impact of employee training and decision making authority on customer service. Analyze models of service for internal and external customers. Learn tools and techniques for gathering feedback and handling complaints. Consider the relationship between customer service and quality.

Prerequisites: None

B. COURSE EFFECTIVE DATES: 04/07/1998 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

None

D. LEARNING OUTCOMES (General)

None

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted