

Dakota County Technical College

SMGT 2500: The Service Difference

A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

The system's modular design allows participants to learn a range of skills in the most effective and efficient way possible. You'll see an immediate, positive and lasting difference in you efforts to improve customer loyalty and enhance customer satisfaction and how to differentiate yourself in a highly competitive market. Additionally, you will reduce transaction time, manage customer experiences and improve service provider morale and commitment.

Prerequisites: None.

B. COURSE EFFECTIVE DATES: 01/07/2002 - 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