

Dakota County Technical College

BMET 1136: Managing Customer Satisfaction in the Health Care Environment

A. COURSE DESCRIPTION

Credits: 1

Lecture Hours/Week: 1

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course will consist of Class lecture and practical exercises. The student will learn to differentiate between internal and external customers in the Health Care Environment. They will be able to identify good customer service when they see it. They will understand the three areas of focus for customer service improvement. Customer service issues specific to the Health Care field and technical service will be covered. Prerequisite: None

B. COURSE EFFECTIVE DATES: 08/25/2008 - 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