

## COURSE LEARNING OUTCOMES

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<b>Prefix and Course Number:</b>	<b>MMGT 223</b>
<b>Course Title:</b>	<b>Customer Service</b>
<b>Version Date:</b>	<b>02/08/2020</b>

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### Course Learning Outcomes

Upon successful completion of the course, the student will be able to:

1. Define customer service and summarize the actions involved in customer service excellence.
2. Describe customer service's changing role in society and the merging of the customer service concept with all facets of business.
3. Apply customer service skills to business problems.
4. Develop appropriate strategies for various service situations.
5. Assess effective customer service strategies in various business operations.