

# BUS150L : Principles of Customer Service

This course is designed to develop the critical skills necessary for success as a customer service provider. Students will examine current concepts and trends in the customer service industry and will take an active role in the development of their own exceptional customer service skills. Areas of study will include problem solving, communication, development of a customer service strategy, creating customer service systems, conflict resolution, coping with challenging customers, customer retention, and measuring satisfaction.

**Credits** 3

**Lab Hours** 0

**Class Hours** 3