

MGT 121: Service Excellence

This course builds and maintains the critical skills and understanding necessary to be a dynamic and successful member of today's rapidly growing service economy. Individuals who work with customers will gain insight into customer behavior and attitudes and will develop strategies to create positive customer relationships encountered in various situations on the job.

Credits: 3

Prerequisites: ENG 22 or ENG 24 with a grade of CR or equivalent.

Program: [Management](#)