

102-1 Preliminary Syllabus, Da-Yeh Univ

Information			
Title	新服務人才(一)J1	Serial No. / ID	3232 / CDC7049
Dept.	共同教學中心	School System / Class	大學日間部6年2班
Lecturer	李紹毓	Full or Part-time	專任
Required / Credit	Optinal / 2	Graduate Class	NO
Time / Place	(四)789 / H507	Language	Chinese

Introduction
This course is designed to train our students to have cultural senses as their guidance when practicing their technology knowledge so that our students can be the competitive talents in the service industry, and the knowledge economy can be realized.

Outline
The outlines of the course
1.Introduction to service economy and scientific services
2.Communication and team work
3.Conceptual thinking and its logic
4.systematic thinking
5. c r e a t e i v i t y and brain-storming
6.customers ' experience and customized services
7.service SOP and its blueprint
8.planning of work and of project

Prerequisite
not available