

# 102-2 Preliminary Syllabus, Da-Yeh Univ

| Information       |               |                       |                |
|-------------------|---------------|-----------------------|----------------|
| Title             | 服務業概論與管理實務    | Serial No. / ID       | 2667 / ELF4031 |
| Dept.             | 英美語文學系        | School System / Class | 大學日間部4年1班      |
| Lecturer          | 張智惠           | Full or Part-time     | 專任             |
| Required / Credit | Optinal / 3   | Graduate Class        | Yes            |
| Time / Place      | (四)9AB / J423 | Language              | Chinese        |

| Introduction       |  |
|--------------------|--|
| Service Management |  |

| Outline               |  |
|-----------------------|--|
| Service Management(1) |  |
| Service Management(2) |  |
| Customer Service 1    |  |
| Customer Service 2    |  |
| Customer Service 3    |  |
| Customer Service 4    |  |
| Customer Service 5    |  |
| Customer Service 6    |  |
| Customer Service 7    |  |

| Prerequisite |  |
|--------------|--|
| 尚無修課限制       |  |