

# MKT 223: Customer Service

This course stresses the importance of customer relations in the business world. Emphasis is placed on learning how to respond to complex customer requirements and to efficiently handle stressful situations. Upon completion, students should be able to demonstrate the ability to handle customer relations. As needed.

**Credits:** 3

**Transfer Code:** Code C

**Lab Hours:** 0

**Lecture Hours:** 3

**Program:** Marketing