A. **Course Description**
   - **Credits:** 2.00
   - **Lecture Hours/Week:** 2.00
   - **Lab Hours/Week:** 0.00
   - **OJT Hours/Week:** 0
   - **Prerequisites:** None
   - **Corequisites:** None
   - **MnTC Goals:** None

Hospitality and tourism customers experience satisfaction when the combination of positive product AND service exist. In this course students will learn listening techniques and customer service skills. Hospitality and tourism case studies, tapes and other media give students first-hand experience in providing quality guest services. Problem solving is an important element of the curriculum. Prerequisite: None.

B. **Course Effective Dates:** 8/25/08 – Present

C. **Outline of Major Content Areas**
   - As noted on course syllabus

D. **Learning Outcomes**
   - As noted on course syllabus

E. **Minnesota Transfer Curriculum Goal Area(s) and Competencies**

F. **Learner Outcomes Assessment**
   - As noted on course syllabus

G. **Special Information**
   - None noted