

# HOST 100 : Career and Customer Service Skills

**Credits:** 3

**Class Hours:** 2 lecture and 2 lecture/lab

**Recommended:** Qualified for ENG 100.

**Comments:** Prior Learning Assessment credit available for this course.

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

**Semester Offered:** Fall, Spring