



THE OHIO STATE  
UNIVERSITY  
COLLEGE OF  
EDUCATION AND HUMAN ECOLOGY

# AHE-OSU course offering *Autumn 2019*

**CSHSPMG 4200**

## Managing the Customer Experience in Healthcare and Hospitality Services

Fully Online Course  
*3 academic credit hours*

**Instructor:** Vanja Bogicevic, bogicevic.1@osu.edu

### Course description

An application and discussion of hospitality principles and customer experience management in the healthcare industry.

15 weeks - 45 hours online

Requirements:

- High School degree
- 2.0 GPA
- U.S. citizen or permanent resident



### How to Register

Registration deadline August 1, 2019

**Step 1:** Contact HM admission specialist – [HEHS@osu.edu](mailto:HEHS@osu.edu)

**Step 2:** <https://odee.osu.edu/apply-now>

This course is offered by the Department of Human Sciences, Hospitality Management program in the College of Education and Human Ecology at The Ohio State University.