

AHE-OSU course offering *Autumn 2018*

CSHSPMG 5194/4200

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, 2018

Step 1: Contact HM admission specialist – 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.