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Purpose: To introduce students to customer behaviour and characteristics; interpersonal skills and communication; developing a customer care culture and strategy; customer recovery strategies and customer satisfaction and loyalty. psychological disorders, work adjustment, and assessment and research in personality and psychology.

Customer Service in Tourism - IOP1502 - unisa.ac.za

Purpose: To equip students with higher cognitive skills of analysis, synthesis and evaluation in directing, leading and control (as part of the management process), to develop health care practitioners who are able to direct, lead and control health services, as well as the available health care resources, in different health service settings.

HEALTH SERVICES MANAGEMENT - University of South Africa

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