

Service・Management I

Syllabus Number

MAN-228

Elective

2 credit

OZAWA, Kenichi

1. Course Description

In this lecture, we describe the inherent nature of services, that is, the fundamental nature that derives from the impossibility of stock. The property of service makes it difficult to explain services. The purpose of the lecture is to encourage students to understand that various problems arise from the properties of services through the theoretical explanation of various properties of services. By taking this lecture, students will be able to discover and solve problems related to services.