

Implementation plan Being edited

Study unit	Customer-Oriented Services (A9266), 5.0
Implementation	MEA1821: 2/2018-2019 (07.01.2019 - 21.06.2019)
Type	BUSINESS AND ENTREPRENEURSHIP IN THE SERVICE FIELD (A910)
Groups	Primary: MEA218SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	12.04.2018 08:00 - 11.04.2018
Main timing for implementation	On working days during daytime
Applicability	For exchange students: No For elective studies: No Open UAS student: No Suitable for virtual UAS: No
Teachers	Antinluoma Sirkka (Other teacher), Jääskeläinen Sari (Other teacher), Vakkuri Miia (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	At the campus
Implementation method	Optima realization/student group, Other method of implementation Language: English Virtuality: 2 cr Integration of R&D: 0 cr
Implementation class	
Focus areas	Service business, Student entrepreneurship
Evaluation at the latest	21.07.2019 Storing of graded material ends.: 21.06.2020
Exam days	
Having completed the study unit the student is able to	The student is able to • identify the needs of customers and apply information related to customer behaviour • present different kinds of services and service concepts • recognize and describe service processes • create ideas, plan and develop customer-oriented service products and service concepts by using service design methods
Previous studies	