

2021-22 ACADEMIC COURSES

UAT 294B : PLUMBING SERVICE II

In this course, students will examine methods for development and delivery of their local UA Plumbing Service Customer Care curriculum. Through discussion, lecture, videos and role-playing activities, students will identify internal and external customer care techniques focusing on communication. Students will utilize Mechanical Service Contractors of America (MSCA) customer service resources along with the techniques acquired in this course to increase the effectiveness of the curriculum at the local Training Center. The title of this course was previously Plumbing Service II. Limited to United Association program participants.

Level I Prereq: Academic Reading and Writing Levels of 6; UAT 294A minimum grade "B"

Description	Hours
Credits	1.5
Lecture Hours	22.5
Clinical Hours	0
Lab Hours	1.5
Other Hours	0
Total Hours	24

Accurate as of 12/08/2021 Information is subject to change without notice.