

POST GRADUATE TIME TABLE  
SEMESTER SEPTEMBER 2019 - JANUARY 2020

MASTER IN CUSTOMER SERVICE MANAGEMENT **(BA734)**

DEPARTMENT OF POSTGRADUATE AND PROFESSIONALS STUDIES, FACULTY OF BUSINESS AND MANAGEMENT

SHAH ALAM - **FULLTIME**

**KELAS TUTUP**

**KELAS TUTUP**

Day	Time	BA7341A	BA7342A	BA7343A
Monday	8.30 - 11.30			
Monday	14.10 - 17.10		OCS734 CUSTOMER SERVICE	
Tuesday	8.30 - 11.30	OCS712 CORPORATE LEADERSHIP AND STRATEGIC MANAGEMENT	OCS731 QUALITY MANAGEMENT	
Tuesday	14.10 - 17.10	OCS713 CUSTOMER BEHAVIOUR IN SERVICE ENVIRONMENT		
Wednesday	8.30 - 11.30			
Wednesday	14.10 - 17.10			
Thursday	8.30 - 11.30	OCS732 CONFLICT MANAGEMENT AND SERVICE RECOVERY	OCS714 SERVICE MARKETING	OCS773 CONTEMPORARY ISSUES IN CUSTOMER SERVICE <b>Dr Hasman Abd Manan AC462</b>
Thursday	14.10 - 17.10	OSM701 RESEARCH METHODS	OCS730 CUSTOMER RELATIONSHIP	OSM740 ORGANIZATIONAL COMM <b>PM Dr Siti Asiah Md Shahid AC669</b>
Friday	8.30 - 11.30			
Friday	14.30 - 17.30			OCS772 DISSERTATION NA