

# AHR 180 : HVACR Customer Relations

This course introduces common business and customer relation practices that may be encountered in HVACR. Topics include business practices, appearance of self and vehicle, ways of handling customer complaints, invoices, telephone communications, and warranties. Upon completion, students should be able to present themselves to customers in a professional manner, understand how the business operates, complete invoices, and handle complaints.

**Credits 1**

**Class Hours 1**

**Lab Hours 0**

**Clinical Experience Hours 0**