

# SMALL BUSINESS MANAGEMENT (SBS)

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## **SBS200 / Small Business Operations**

### **2 Credits / 2.0 Periods for Lecture**

In-depth analysis of and individual plan development for the "day-to-day" problems encountered in the operation of a small business. Includes the development of an individual business operations plan including finance, purchasing, production scheduling, maintenance, shipping/receiving, personnel management and insurance/risk management requirements. Investigation of daily problems related to inventory control and business expansion. Prerequisites: None.

**Division:** Business and Computing Studies

## **SBS213 / Hiring and Managing Employees**

### **1 Credit / 1.0 Periods for Lecture**

Methods and techniques for managing employees in a small business. Includes supervisor's role, leadership styles, interpersonal communications, staff planning, employee work styles, techniques for handling problem employees, and employee motivation. Focuses on real life situations to enable the business owner to gain high performance from their employee team. Includes segment on hiring, new employee orientation, training, benefits, and developing future staffing needs assessment. Prerequisites: None.

**Division:** Business and Computing Studies

## **SBS214 / Small Business Customer Relations**

### **1 Credit / 1.0 Periods for Lecture**

Developing and improving customer relations for the small business. Planning and delivering quality customer service. Includes topics on attitude of employees, customer perceptions and motivations, handling customer dissatisfaction, and developing customer, supplier, vendor, and distributor loyalty. Prerequisites: None.

**Division:** Business and Computing Studies

## **SBS220 / Internet Marketing For Small Business**

### **2 Credits / 2.0 Periods for Lecture**

Focuses on "e-Commerce"-doing business on the Internet and planning a web site. Topics include: how the Internet can help growth and success of business; examples of successful marketing on the Internet; availability of Internet services; necessary hardware and software for marketing on the Internet; determining products/services appropriate for Internet marketing; budget constraints and ongoing operations of the Internet site. Prerequisites: None.

**Division:** Business and Computing Studies

## **SBS230 / Financial and Tax Management for Small Business**

### **2 Credits / 2.0 Periods for Lecture**

An overview of accounting and recordkeeping for the successful management of a small business. Develops an understanding of the accounting cycle and preparation of financial statements. Includes section on tax consequences and the choice of legal entity choice based on taxation. Prerequisites: None.

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