

Syllabus for: WORK 220 Excellent Customer Service	
Semester & Year:	Fall 2015 (November 1-December 10, 2015)
Course ID and Section Number:	039788
Number of Credits/Units:	0
Day/Time:	Mondays 1PM-5PM
Location:	
Instructor's Name:	Amy Berkowitz
Contact Information:	Office location and hours: by appointment Email: amy-berkowitz@redwoods.edu
Course Description (catalog description as described in course outline): A course on the key skills and attitudes required for effectively delivering internal and external customer service in the workplace. Students will study how to understand and exceed customer expectations, how to better communicate with customers, and how to deal with unrealistic customer expectations.	
Student Learning Outcomes (as described in course outline):	
<ol style="list-style-type: none"> 1. Identify and define outstanding customer service. 2. Demonstrate the key elements of outstanding customer service in order to effectively meet customer needs and provide outstanding customer service. 3. Develop an action plan to implement excellent customer service in the workplace. 	
Special accommodations: College of the Redwoods complies with the Americans with Disabilities Act in making reasonable accommodations for qualified students with disabilities. Please present your written accommodations document to me as promptly as possible so that necessary arrangements can be made. If you have a disability or believe you might benefit from disability related services and may need accommodations, please see me or contact Disabled Students Programs and Services.	
Academic Misconduct: Cheating, plagiarism, collusion, abuse of resource materials, computer misuse, fabrication or falsification, multiple submissions, complicity in academic misconduct, and/ or bearing false witness will not be tolerated. Violations will be dealt with according to the procedures and sanctions proscribed by the College of the Redwoods. Students caught plagiarizing or cheating on exams will receive an "F" in the course.	
<p>The student code of conduct is available on the College of the Redwoods website at: http://redwoods.edu/District/Board/New/Chapter5/AP%205500%20Conduct%20Code%20final%2002-07-2012.pdf</p> <p>Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the college catalog and on the College of the Redwoods homepage.</p>	
College of the Redwoods is committed to equal opportunity in employment, admission to the college, and in the conduct of all of its programs and activities.	

Emergency information: In the event of an emergency, do not panic. Please stay calm and follow instructions from instructor, Job Market personnel, or uniformed first responders.

Course/Text: There is no required text. All materials are provided. Students will have access to tools including Cal Jobs and Career Ready 101. Students completing the requisite units of Career Ready 101 are eligible for National Work Readiness certification.

This is an open entry, noncredit class. People may join this class at any time. All students must be registered. There is no fee. Please see instructor for help with registration.

Class Schedule:

10/26 Part I Excellent Customer Service

- Internal customers
- External customers
- Expectations

11/2 Part II Excellent Customer Service

- S.E.R.V.I.C.E.
- Tangibles
- Service Planning

All students will follow the CR student code of conduct.

Instructors reserve the right to make changes to this syllabus at any time.