

<b>Syllabus for: WORK-220/Excellent Customer Service</b>	
<b>Semester &amp; Year:</b>	<b>SUMMER 2015</b>
<b>Course ID and Section Number:</b>	<b>WORK-220-E9454 (09454) No Pre/Coreq Needed</b>
<b>Number of Credits/Units:</b>	<b>This is a NON-CREDIT course</b>
<b>Day/Time:</b>	<b>SAT/SUN/TUES/ 6:30-9:30PM</b>
<b>Location:</b>	<b>Humboldt County Correctional Facility, Eureka, CA</b>
<b>Instructor's Name:</b>	<b>Kintay Johnson</b>
<b>Contact Information:</b>	<b>Office location and hours: ASC L101G by Appointment Phone: (707)-476-4560 Email:Kintay-johnson@redwoods.edu</b>
<b>Course Description (catalog description as described in course outline):</b>	
<p>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.</p>	
<b>Student Learning Outcomes (as described in course outline):</b>	
<ol style="list-style-type: none"> <li><b>1. Identify and define outstanding customer service.</b></li> <li><b>2. Demonstrate the key elements of outstanding customer service in order to effectively meet customer needs and provide outstanding customer service.</b></li> <li><b>3. Develop an action plan to implement excellent customer service in the workplace.</b></li> </ol>	
<b>Special accommodations:</b> 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.	
<b>Academic Misconduct:</b> 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.	

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>

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.

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.

**\*The schedule and procedures in this course are subject to change based on extenuating circumstances or at the instructor's discretion to enhance the learning environment.**

**"A good head and good heart are always a formidable combination. But when you add to that a literate tongue or pen, then you have something very special."— Nelson Mandela**

**Participation:** To be successful, you must participate. To participate, you must **a)** show up and **b)** speak up. **Showing up** means being prepared and present for the whole class from beginning to end. **Speaking up** means **a)** contributing to class discussions, **b)** engaging in class activities, **c)** completing assignments, and **d)** meeting deadlines.

**Attendance:** Although this course is non-credit, attendance will be taken at every class.

**Course Materials:** All course materials are provided by the instructor and include self-generated targeted curriculum and texts by the following publishers.

## Excellent Customer Service

Summer 2015 class meets **SAT/SUN/TUES/ 6:30PM-9:30PM**, at the **HUMBOLDT COUNTY CORRECTIONAL FACILITY**, Eureka, CA

Teacher: Kintay Johnson, **Contact** me by phone at (707) 476-4560, or email me: Kintay-Johnson@redwoods.edu

**Course Text/Materials:** Teacher generated materials.

**This is a non-credit course.** Assignments will be graded accordingly; a grade of “satisfactory” will be awarded for participation.

**Class Schedule:**

Week 1: Introductions, Establish student goals, Prescribed instructional plan, Independent and Teacher-led work.

\*Because this is a self-paced course, students may begin the course work independently of other students’ progress.