

Syllabus for Excellent Customer Service KTIS		
Semester & Year	Summer 2016	
Course ID and Section #	WORK 220 K1806	
Instructor's Name	Elizabeth Leach	
Day/Time	TTH, June 28, 30; 9:00-11AM	
Location	Classroom 1	
Number of Credits/Units	0	
Contact Information	<i>Office location</i>	Classroom 1
	<i>Office hours</i>	Before and after class
	<i>Phone number</i>	(530) 625-4846
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Textbook Information	<i>Title & Edition</i>	None
	<i>Author</i>	
	<i>ISBN</i>	
Course Description		
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		
<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 accommodation request at least one week before the first test so that necessary arrangements can be made. No last-minute arrangements or post-test adjustments will 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 . Students may make requests for alternative media by contacting DSPS at 707-476-4280.		
Academic Support		
Academic support is available at Counseling and Advising and includes academic advising and educational planning, Academic Support Center for tutoring and proctored tests, and Extended Opportunity Programs & Services , for eligible students, with advising, assistance, tutoring, and more.		
Academic Honesty		
In the academic community, the high value placed on truth implies a corresponding intolerance of scholastic dishonesty. In cases involving academic dishonesty, determination of the grade and of the student's status in the course is left primarily to the discretion of the faculty member. In such cases, where the instructor determines that a student has demonstrated academic dishonesty, the student may receive a failing grade for the assignment and/or exam and may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website at: www.redwoods.edu/district/board/new/chapter5/documents/AP5500StudentConductCodeandDisciplinaryProcedure		

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[srev1.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 website.

Disruptive Classroom Behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include, but is not limited to: unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process a disruptive student may be temporarily removed from class. In addition, he or she may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website at:

www.redwoods.edu/district/board/new/chapter5/documents/AP5500StudentConductCodeandDisciplinaryProcedure_srev1.pdf

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Emergency Procedures for the KTIS:

Please review the campus evacuation sites, including the closest site to this classroom (posted by the exit of each room). For more information on Public Safety, go to <http://redwoods.edu/safety/> In an emergency that requires an evacuation of the building:

- Be aware of all marked exits from your area and building.
- Once outside, move to the nearest evacuation point outside your building;
- Keep streets and walkways clear for emergency vehicles and personnel.
- Do not leave campus, unless it has been deemed safe by the Incident Commander or campus authorities. (CR's lower parking lot and Tompkins Hill Rd are within the Tsunami Zone.)

RAVE – College of the Redwoods has implemented an emergency alert system. In the event of an emergency on campus you can receive an alert through your personal email and/or phones at your home, office, and cell. Registration is necessary in order to receive emergency alerts. Please go to <https://www.GetRave.com/login/Redwoods> and use the “Register” button on the top right portion of the registration page to create an account. During the registration process you can elect to add additional information, such as office phone, home phone, cell phone, and personal email. Please use your CR email address as your primary Registration Email. Your CR email address ends with “redwoods.edu.” Please contact Public Safety at 707-476-4112 or security@redwoods.edu if you have any questions.

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.

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Topics covered (although changes may be made by the instructor):

Tuesday, June 28

- What is Exceptional Customer Service?
- Differences between the public and private sector.
- Benefits of improved service.
- The most important qualities Americans desire in customer service.

Thursday, June 30:

- Understanding and exceeding customer expectations.
- How to deal with unrealistic expectations.
- Treating a customer like a guest
- Identifying and overcoming “Red Tape” issues.

Please do not use your cell phones in class.