

| Syllabus for <i>WORK 220</i> Eureka Campus | | |
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| Semester & Year | Summer 2017 | |
| Course ID | WORK 220 Excellent Customer Service | |
| Section # | E4190 | |
| Instructor's Name | Courtney King | |
| Day/Time | Thursday 6/1/17 9AM - 12PM Tuesday 6/5/17 9AM - 12PM Wednesday 6/6/17 9AM - 12PM | |
| Location | Job Market | |
| Number of Credits | Non-Credit | |
| Contact Information | <i>Office location</i> | Eureka Downtown |
| | <i>Office hours</i> | By appointment |
| | <i>Phone number</i> | 707-476-4520 |
| | <i>Email address</i> | courtney-king@redwoods.edu |
| Textbook Information | <i>Title & Edition</i> | N/A |
| | <i>Author</i> | N/A |
| | <i>ISBN</i> | N/A |
| <u>Course Description</u> | | |
| <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> | | |
| <u>Student Learning Outcomes</u> | | |
| <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. | | |
| <u>Special Accommodations</u> | | |
| <p>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.</p> | | |
| <u>Academic Support</u> | | |
| <p>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.</p> | | |

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: <http://www.redwoods.edu/board/Board-Policies/Chapter-5-Student-Services>, and scroll to AP 5500. 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: <http://www.redwoods.edu/board/Board-Policies/Chapter-5-Student-Services> and scroll to AP 5500.

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Emergency Procedures for the Eureka campus:

Please review the campus evacuation sites, including the closest site to this classroom (posted by the exit of each room). The Eureka **campus emergency map** is available at: (<http://www.redwoods.edu/aboutcr/Eureka-Map>; choose the evacuation map option). For more information on Public Safety, go to <http://www.redwoods.edu/publicsafety>. 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.

WELCOME!

Materials

For each class period you should bring

- Paper
- Pen or pencil
- Your smartphone or tablet (if you have one)
- Any handouts from the previous class
- A friend (if you want)
- A smile ☺



Classroom Rules

1. **Be kind.** This is always #1.
2. **Be open.** Some things in class may be new to you or may not be what you're used to. Try them anyway. Trust the process.
3. **Respect others.** Even if they are different from you, respect others for who they are. Let me know if anyone in the class is disrespecting you or making you feel uncomfortable or unsafe. This is very important to me.
4. **Communicate with the teacher.** If you need to leave early or arrive late, let me know. If you're having trouble with the work, just talk to me.
5. **Stay focused.** We can have fun in class, but try to stay on topic. We can goof around afterwards.
6. **Use your phone only for learning.** I am glad you brought your smartphone to class. It can really help you. It does not help you, however, if you text during class. I will clearly let you know when we are using our phones and when we are not. Please be polite and keep your phone in your pocket otherwise.

Attendance

This class is noncredit so your attendance is not required as it is with credit classes at the college. However, these classes only meet 3 times. If you miss one class, you are missing 1/3 of the material covered. If you want to receive a WORK Pathways award, you will need to attend regularly. However, I understand that life is busy and some days might be especially tough to find time for learning. Please let me know if something is preventing you from practicing or attending class so I can provide you with any support you might need.

Google Classroom

Class Code: [f5yg6r](#)

We will use Google Classroom to share materials, express our ideas, and keep in touch with each other. Every student will receive assistance with acquiring a Gmail account when they arrive in class and will use Google Classroom to participate in the computer lab. I hope that this helps you improve your computer skills alongside the other workplace skills you will gain in our course.



Remind

Smartphone? Go to <https://remind.com/join/crjo>

Other cellphone? Text 81010 with this message: @crjo

Remind is an application that we will use to communicate about class cancellations and questions. It works with any cellphone (smartphone or not) and allows you to let me know when you will be absent. I will also use it to share announcements and important information outside of class.



Classroom Communication

This class is a learning community and it is important to have easy ways to communicate with each other should you need some help. Find a partner who can be your “class buddy” in case you miss a class, or perhaps need help with a ride. Also, if you want to contact me outside of class, I am easily reached by Remind, Google Classroom, or email and I respond within 24 hours (unless it’s a weekend). If you need help with email, I can show you!

Work Pathways Awards

Successful completion of College of the Redwoods non-credit courses can lead to several awards that you can include in your resume and share with employers. This course is highlighted below in the award it can be used to attain. Other awards are also included for your reference.

Workplace Readiness

A local noncredit award preparing students with essential work-readiness skills needed to enter the workforce. This award is the first in a series of three awards providing workforce training. Students will develop skills in core areas including mathematical reasoning, workplace communication, and basic computer competency. Students will explore career pathways and develop a plan to meet education and career goals. Upon completion, students will earn a certificate that shows that they have the essential skills required for success in the 21st century workplace. Complete two courses for 84 hours of workplace training.

Required Courses

WORK 201 Work Readiness for the 21st Century
GUID 213 Explore Your Career Options

Workplace Performance Training

A local noncredit award preparing students with essential professional skills for the workplace. This award is the second in a series of three awards providing workplace training. Students will learn how to be more productive at work and discover effective strategies for providing excellent customer service, managing time more efficiently, and dealing with stress on the job. Complete five short courses for 45 hours of workplace training.

Required Courses

WORK 220 Excellent Customer Service
WORK 221 Stress Management
WORK 222 Communication in the Workplace
WORK 223 Happiness and Success at Work
WORK 229 Time Management

Workplace Leadership Training

A local noncredit award in workplace leadership skills. This award is the third in a series of three awards providing workplace training. Students will learn essential leadership skills that are highly valued by employers. Students will discover effective strategies for team-building, problem-solving, conflict management and handling organizational change. They will also be examining the importance of professional values in the workplace. Complete five short courses for a total of 45 hours of workplace training.

Required Courses

WORK 224 Conflict Management

WORK 225 Decision Making and Problem Solving

WORK 226 Handling Organization Change

WORK 227 Team Building

WORK 228 Ethics and Values

This document is subject to change. I will notify students of any changes that need to be made to the syllabus.