

Syllabus for WORK 220 – Excellent Customer Service

Semester and Year	Fall 2018	
Course ID and Section #	WORK 220 (E6779))	
Instructor's Name	Deva Richards	
Day and Time	T/Sat/Sun 6:30-9:30 p.m.	
Location	Humboldt County Correctional Facility, Eureka, CA	
Number of Credits/Units	This is a non-credit course.	
Contact Information	<i>Office Location</i>	N/A
	<i>Office Hours</i>	N/A
	<i>Phone Number</i>	N/A
	<i>Email Address</i>	deva-richards@redwoods.edu
Textbook Information	<i>Title & Edition</i>	<i>Customer Service Training 101: Quick and Easy Techniques That Get Great Results</i>
	<i>Author</i>	Renee Evenson
	<i>ISBN</i>	9780814438916
Course Description		
<p>A course on the key skills and attitudes required for delivering effective 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>		
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		
<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 DSPPS at 707-476-4280.</p>		
Academic Support		
<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		
<p>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,</p>		

Syllabus for WORK 220 – Excellent Customer Service

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.

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.

Emergency Procedures for the Humboldt County Correctional Facility

Roving officers will escort all visitors out of the building using the appropriate evacuation routes. The roving officers will verify the visitor's identification prior to letting them out of the facility. For more detailed information, please refer to the Emergency Procedures of the Humboldt County Correctional Facility.

Course Details

This is a non-credit course. Assignments will be graded accordingly; a final grade of "satisfactory" may be awarded to students who attend class, participate, and complete the homework.

Attendance: Attendance will be taken at every class, and students will only be marked present for the portion of the class they attend.

Participation: To be successful, students must participate. Participation means showing up to class on time with all necessary materials and staying until the end of class. Participation also means contributing to class discussions, engaging in class activities, and completing assignments by their stated deadlines.

Homework: One hour of homework is a required part of this course.

Prerequisites/Corequisites: None

Canvas Information: N/A

Syllabus for WORK 220 – Excellent Customer Service

Course Calendar

Day 1: Introductions; establish learning goals; define key terms related to the class topic; define and analyze the meaning of excellent customer service; analyze several formal methods and specific techniques for delivering excellent customer service; do case studies and other practice exercises related to the day's topics.

Day 2: Define and analyze obstacles to excellent customer service; as well as ways to overcome such obstacles; including how to handle irate customers, “red tape” issues, and interpersonal conflicts in the workplace; do case studies and other practice exercises related to the day's topics.

Day 3: Continue with case studies and other practice activities related to the class topic, e.g. role plays and student creation of an action plan to implement excellent customer service in their chosen workplace; class review and wrap-up; summative assessment, including required assessment of SLO #1 – Identify and define outstanding customer service.

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.