

Syllabus for WORK 220 – Excellent Customer Service

Semester & Year	Fall 2018	
Course ID and Section #	WORK 220 – E6833	
Instructor's Name	Andrew Rix	
Day/Time	T/Th/Sat 1:00 – 4:00 PM (Oct 23 – 27, 2018)	
Location	Humboldt County Correctional Facility	
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>	andrew-rix@redwoods.edu
Textbook Information	<i>Title & Edition</i>	On Course: Strategies for Creating Success in College and in Life. 7 th Ed., (2011) Boston, MA: Wadsworth. Instructor handouts
	<i>Author</i>	Skip Downing
	<i>ISBN</i>	NA
Course Description		
<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>		
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 DSPS 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, where the instructor determines that a student has demonstrated academic dishonesty, the student may</p>		

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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:

Please refer to the Emergency Procedures of the Humboldt County Correctional Facility.

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.

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

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Course Calendar

Day 1: Introduction to the topic; establish learning goals; define and analyze the meaning of customer service; understand the importance of customer service; case studies and other practice exercises related to the day's topics.

Day 2: The five dimensions of good customer service; identify the importance of reliability, assurance, tangibles, empathy, and responsiveness in providing excellent customer service; do case studies and other practice exercises related to the day's topics.

Day 3: Customer expectations; develop a customer service action plan; case studies and other practice activities related to the class topic; class review and wrap-up.