

| Syllabus for WORK 220-Excellent Customer Service – Alternate Location | | |
|--|---------------------------------|----------------------------|
| Semester & Year | Spring 2019 | |
| Course ID and Section # | WORK 220 Section# E8246 | |
| Instructor's Name | Amy Berkowitz | |
| Day/Time | MW 1/28-2/4 1PM-4:35PM | |
| Location | 535 W. Washington ERC Classroom | |
| Number of Credits/Units | 0 | |
| Contact Information | <i>Office location</i> | By Appointment |
| | <i>Office hours</i> | By Appointment |
| | <i>Phone number</i> | |
| | <i>Email address</i> | amy-berkowitz@redwoods.edu |
| Textbook Information | <i>Title & Edition</i> | N/A |
| | <i>Author</i> | |
| | <i>ISBN</i> | |
| 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 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</p> | | |

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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:

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Emergency Procedures:

In the event of an emergency, please stay calm. Follow instructor or first responder directions.

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.

1/28—Intro to topic

- Intro to course and expectations
- Define Customer Service
- Identify Customers
 - Internal & External
- Importance of Customer Service

1/30—Topic continued

- 5 Dimensions of Quality Service
- Importance of Reliability
- Assurance
- Tangibles

2/4—Topic completed

- Empathy
- Responsiveness
- R.A.T.E.
- Sins of Customer Service
- Customer Expectations
- Why Customers Leave
- The Value of Long Term Customers
- Customer Service Action Plan