

Syllabus for WORK 220 – Excellent Customer Service

Course Information

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| Semester & Year: Fall 2019 |
| Course ID & Section #: E9234 |
| Instructor's name: Andrew Rix |
| Day/Time: TThS 1-4 p.m. 10/8/19 – 10/12/19 |
| Location: Humboldt County Correctional Facility, 3 rd Floor Classroom, Eureka, CA |
| Number of units: NA |

Instructor Contact Information

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| Office location: TBD |
| Office hours: TBD |
| Phone number: TBD |
| Email address: andrew.rix@redwoods.edu |

Required Materials

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| Textbook Title: Instructor provided handouts |
| Edition: NA |
| Author: NA |
| ISBN: NA |
| Other requirements: materials, equipment or technology skills |

Catalog Description

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| 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. |
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Course Student Learning Outcomes *(from course outline of record)*

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| <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. |
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Evaluation & Grading Policy

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| Homework assignments weekly for time credit |
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Prerequisites/co-requisites/ recommended preparation

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| NA |
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Student feedback policy

Questions and answers will be provided during class time

Proctored Exams

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| NA |
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Student Accessibility Statement and Academic Support Information

These standards are required by federal regulation. Students will have access to this course that complies with the Americans with Disabilities Act of 1990 (ADA), Section 508 of the Rehabilitation Act of 1973, and College of the Redwoods policies. Course materials will include a text equivalent for all non-text elements; videos will include closed captioning, images will include alt-tags, hyperlinks will use descriptive/meaningful phrases instead of URLs and audio files will include transcripts. All text will be formatted for use with screen readers and all course materials will be understandable without the use of color.

Students who discover access issues with this class should contact the instructor.

Disruptive 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, the student 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. 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](#).

Class schedule

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.