

Service

Course Information

Semester & Year: Spring 2020

Course WORK 220 Section #:E0859

Instructor's name: Amy Berkowitz

Day/Time Monday, Tuesday, Wednesday March 23-3/25 9:00AM-Noon

Location Jefferson Community Center, 1000 B Street, Room B, Eureka

Number of units: none

Instructor Contact Information

Office location By appointment

Office hours: By appointment

Phone number: N/A

Email address: amy-berkowitz@redwoods.edu

Required Materials-None

Catalog Description

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.

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

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.

Evaluation & Grading Policy

Students will be deemed to be making satisfactory progress by showing up and participating.

Prerequisites/co-requisites/ recommended preparation

None

Special Accommodations Statement

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 accommodations, please see me or contact [Disability Services and Programs for Students](#). Students may make requests for alternative media by contacting DSPS based on their campus location:

- Eureka: 707-476-4280, student services building, 1st floor
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Student Feedback Policy

Students will receive oral and/or written feedback on in class activities during the class and those activities.

Student Accessibility Statement

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.

Behavior

I have one classroom rule: we shall treat one another with respect. Students acting in a way in contrast to this rule will receive one verbal warning. If students are disruptive or act in a way that is disrespectful to another person, they may be asked to leave the class.

Calendar

Monday, March 23

- Registration
- Introduction to Course & Objectives
- Define Customer Service
 - Internal Customers
 - External Customers
- Importance of Customer Service

Tuesday March 24

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

Wednesday March 25

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

