

Course Information

Semester & Year: Summer 2019
Course ID & Section #: Work 220 E 8906 Customer Service
Instructor's name: Rob Ridenhour
Day/Time: Monday – Thursday; 6/3/2019 – 6/6/2019; 12:45 – 3:00
Location: 333 6 th Street, Eureka CA 95501
Number of units: 0.0

Rob Ridenhour

Office location: None
Office hours: None
Phone number: (707) 834 -3319
Email address: rob-ridenhour@redwoods.edu

Required Materials

Textbook Title: None
Edition: N.A.
Author: N.A.
ISBN: N.A.
All educational material will be provided by the instructor

Course Description

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 exceed customer expectations, how to better communicate with customers, and how to deal with unrealistic customer expectations.

Course Student Learning Outcomes

1. Identify and define great 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.

Course Requirements (Grading)

This is a non-credit course. Students will be assessed through observation and completed work to ensure student progress.

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 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.

Student feedback policy

All course work can be discussed at any time during class or at (707) 834-3319 outside of class times

Proctored Exams

There will be no formal exams in this class

Student Accessibility Statement and Academic Support Information

Academic Support

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.

Academic dishonesty

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 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](#).

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:

www.redwoods.edu/district/board/new/chapter5/documents/AP5500StudentConductCodeandDisciplinaryProceduresrev1.pdf

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 Eureka downtown campus:

Please review the campus evacuation sites, including the closest site to this classroom (posted by the exit of each room).

- Be aware of all marked exits from your area in all buildings we meet.
- Once outside, move to the nearest evacuation point outside this building:
- Keep streets and walkways clear for emergency vehicles and personnel.
- Do not leave campus, unless it has been deemed safe by the Incident Commander or campus authorities.

RAVE – College of the Redwoods has implemented an emergency alert system on the main campus. In the event of an emergency on campus you can receive an alert through your personal email and/or phones at your home, office, and cell. Registration is necessary in order to receive emergency alerts. Please go to <https://www.GetRave.com/login/Redwoods> and use the “Register” button on the top right portion of the registration page to create an account. During the registration process you can elect to add additional information, such as office phone, home phone, cell phone, and personal email. Please use your CR email address as your primary Registration Email. Your CR email address ends with “redwoods.edu.” Please contact Public Safety at 707-476-4112 or security@redwoods.edu if you have any questions.

In the event of an emergency call 911.

(CR’s main campus lower parking lot and Tompkins Hill Rd are within the Tsunami Zone.)

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.

WORK 220 CLASS SYLLABUS:

SECTION # E 8915

Welcome Students to Work 220 E 8915 Summer Work skills class where the students will learn all of the skills needed to become an effective employee in meeting all of the customer’s wants and needs in a friendly, professional, and enthusiastic manner.

Learning Outcomes

In this course students will learn how to best meet the needs of the customer in a professional manner. They will be able to greet a customer professionally and enthusiastically, be able to actively listen to the customer’s needs and wants, and meet those needs as well as offering services and information to meet the customer’s needs in the future.

Course Calendar

DATE	TOPIC	
06/03/2019	What is a customer? Greetings, Professionalism, and developing rapport	Class Activities will include lectures, discussion, informal assessment, various social and
06/04/2019	What does the customer want? Questions and listening	educational activities in the classroom.
06/05/2019	Making the sale (selling the customer what they need and want).	
06/06/2019	Follow through information and Summary	

Identifying Issues

Students will plan and partake in various activities that will simulate the skills that they will need to develop great customer service. They will watch videos and engage in discussions about customer’s needs and how the skills that they have learned in these activities will help them meet those needs.

Activities

Students will watch videos, participate in activities, discussions, and simulations of working with customers.

Instructor reserves the right to add, delete, or change activities or assignments based on ongoing assessment, attendance, and student needs.

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