

Syllabus for WORK 220 – Excellent Customer Service

Course Information

Semester & Year: Summer 2021

Course ID & Section #: WORK 220, E2320

Instructor's name: Aaron Reiher

Day/Time: Correspondence Course (Estimated time commitment: 2 hours per week)

Location: HCCF, Eureka

Number of units: 0 (This is a non-credit course)

Instructor Contact Information

Phone number: 707-476-4500

Email address: aaron-reiher@redwoods.edu

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

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 do not receive letter grades in non-credit courses. Any student who participates in the course will receive a grade of "satisfactory."

Accessibility

College of the Redwoods is committed to making reasonable accommodations for qualified students with disabilities. If you have a disability or believe you might benefit from disability-related services and accommodations, please contact your instructor or [Disability Services and Programs for Students](#) (DSPS). Students may make requests for alternative media by contacting DSPS based on their campus location:

- Eureka: 707-476-4280, student services building, 1st floor
- Del Norte: 707-465-2324, main building near library
- Klamath-Trinity: 530-625-4821 Ext 103

During COVID19—DSPS will email approved accommodations for distance education classes to your instructor. In the case of face-to-face instruction, please present your written accommodation request to your instructor at least one week before the needed accommodation so that necessary arrangements can be made. Last minute arrangements or post-test adjustments usually cannot be accommodated.

Student feedback policy

For coursework that is submitted on-time, the instructor will provide feedback within two weeks of the assignment due date through a correspondence feedback form.

Prerequisites/co-requisites/ recommended preparation

None

Student Accessibility Statement and Academic Support Information

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

Class participation and Attendance policy

Participation: Participation is the key to success in this course. Participation means completing assigned reading and weekly homework assignments.

Attendance: Attendance will be based on the completed work you turn in each week. If you adequately completed the written assignments for the week you will receive attendance credit for the week. If you copy another students' answers, neither of you will get credit.

Class Schedule

This course runs from June 1 to June 25, 2021

This is a correspondence course, which means you can complete the coursework at whatever time is most convenient for you during the week. I recommend developing a routine of specific days/times each week when you do your coursework.

Expect that you will spend about 2 hours each week on this class.

You will receive a weekly course packet at the beginning of each week, and the course packet must be turned in by Sunday of each week. You may not get credit for coursework turned-in late.

The instructor reserves the right to modify the course calendar at any time during the course.

Class Content

We will cover the following concepts and themes:

1. Understanding and defining customer service.
2. Importance of being reliable.
3. Assuring customers of your knowledge and competence.
4. Ability to empathize with customers.
5. Importance of physical details/tangibles in business environments.
6. Internal customers work within the same company or organization as the customer service worker.
7. External customers are outside clients of a company or organization.
8. Customer service involves being a productive employee.
9. Understanding customer expectations.
10. Importance of customer satisfaction and retention.
11. The benefits of improved customer service.
12. Handling unrealistic customer expectations.
13. Managing interpersonal conflicts in the workplace.
14. Identifying and overcoming "red tape" issues.

Emergency Procedures

In an emergency, follow the emergency procedures of the Humboldt County Correctional Facility