

Course Information

Semester & Year: FALL 2021

Course ID & Section #: WORK 220-V2529

Instructor's name: Wendy Butler

Day-Time: Thursday, Aug. 26, 9 a.m.-noon, and 1-4 p.m. The course will meet on Zoom.

Number of units: 0.0 This is a noncredit course.

Instructor Contact Information

CR Adult & Community Education office: (707) 476-4500

Email address: Wendy-Butler@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 *(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.

Prerequisites

None

Accessibility

Students will have access to online course materials that comply 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.

College of the Redwoods is also 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 COVID-19, approved accommodations for distance education classes will be emailed to the instructor by DSPS. In the case of face-to-face instruction, please present your written accommodation request to your instructor at least one week before the first test so that necessary arrangements can be made. Last-minute arrangements or post-test adjustments cannot usually be accommodated.

Evaluation & Grading Policy

WORK 220 is a free, noncredit course designed to inform you of the key skills and attitudes required for effectively delivering internal and external customer service in the workplace. This course will additionally help you learn and develop reading, writing and critical thinking skills that are needed for the college's credit sequence, other courses of study at CR and, in general, for your life. This six-hour course will not include an exam; therefore, proctoring will not be part of this course. WORK 220 does not include official letter grades. With all noncredit courses you will receive a satisfactory or "S" if you attend and actively participate in all six hours of this course. Since this course relies on active participation, you are expected to follow instructions and listen carefully before speaking and be respectful of your instructor and your classmates. The class activities will give you an opportunity not only to respond to each other's ideas but also you will notice that collectively you will create stronger and more effective new ideas.

Class Materials An email account, a computer with Internet access and audio/video capability, and also a notebook and pen/pencil.

Necessary Computer Skills You should be able to use your **CR email** and **Web Advisor**. You should know how to open and download **PDF** and **Microsoft Word (docx)** files. You are responsible to meet the technological demands of this course. Tutorial resources are available. Also, I am available for all of your questions and to help familiarize you with the technology.

Course Schedule

9-10 a.m.	Introductions. Syllabus review. Whole-class discussion: What is customer service? What does a customer want? Writing Prompt: Three questions and discussion. "Poor vs Great Customer Service," video and discussion.
10-11 a.m.	What do they want? "I Was Seduced By Exceptional Customer Service," video and discussion and written questions. What do Humboldt County customers want (as opposed to other areas)? Reading: "From Customer Service Mishap to Opportunity," discussion and written responses. Worksheet: HOW WILL YOU R.A.T.E.?
11 a.m.-noon	Be professional. What is conflict? What is aggressive behavior? What is empathy, and why is that important? Confidentiality. Reading: "What Is Your Conflict Management Style?" discussion. Reading: "McDonald's Employee," discussion and written responses.
1-2 p.m.	Who is on the telephone? "The DOs and DON'Ts of Phone Etiquette," video, discussion. Telephone role-playing. Expectations vs reality, examples, discussion. Reading: "Elements of Proper Phone Etiquette," discussion and written responses.
2-3 p.m.	Write me up. Written correspondence: Business letters versus emails. Tangibles worksheet. Language.
3-4 p.m.	What's the plan? What have we learned? More role-playing. Worksheet: My Customer Service Action Plan. Resources for further professional development.

Admissions deadlines & enrollment policies

Fall 2021 Dates

- *Classes begin: 8/21/21*
- *Last day to add a class: 8/27/21*
- *Last day to drop without a W and receive a refund: 9/03/21*
- *Labor Day Holiday (all campuses closed): 09/06/21*
- *Census date: 9/07/21 or 20% into class duration*
- *Last day to petition to graduate or apply for certificate: 10/28/21*
- *Last day for student-initiated W (no refund): 10/29/21*
- *Last day for faculty-initiated W (no refund): 10/29/21*
- *Veteran's Day (all campuses closed): 11/11/21*
- *Fall Break (no classes): 11/22/21 – 11/26/21*
- *Thanksgiving Holiday (all campuses closed): 11/24/21 – 11/26/21*
- *Final examinations: 12/11/21 – 12/17/21*
- *Last day to petition to file P/NP option: 12/17/21*
- *Semester ends: 12/17/21*
- *Grades available for transcript release: approximately 01/07/22*

Student Support Services

The following online resources are available to support your success as a student:

- [CR-Online](#) (Comprehensive information for online students)
- [Library Articles & Databases](#)
- [Canvas help and tutorials](#)
- [Online Student Handbook](#)

[Counseling](#) offers assistance to students in need of professional counseling services such as crisis counseling.

Learning Resource Center includes the following resources for students

- [Academic Support Center](#) for instructional support, tutoring, learning resources, and proctored exams. Includes the Math Lab & Drop-in Writing Center
- [Library Services](#) to promote information literacy and provide organized information resources.
- [Multicultural & Diversity Center](#)

Special programs are also available for eligible students include

- [Extended Opportunity Programs & Services \(EOPS\)](#) provides services to eligible income disadvantaged students including: textbook award, career academic and personal counseling, school supplies, transportation assistance, tutoring, laptop, calculator and textbook loans, priority registration, graduation cap and gown, workshops, and more!
- The TRiO Student Success Program provides eligible students with a variety of services including trips to 4-year universities, career assessments, and peer mentoring. Students can apply for the program in [Eureka](#) or in [Del Norte](#)
- The [Veteran's Resource Center](#) supports and facilitates academic success for Active Duty Military, Veterans and Dependents attending CR through relational advising, mentorship, transitional assistance, and coordination of military and Veteran-specific resources.
- Klamath-Trinity students can contact the CR KT Office for specific information about student support services at 530-625-4821