

BC C014N: CUSTOMER SERVICE SKILLS (NONCREDIT)

Item	Value
Curriculum Committee Approval Date	04/26/2019
Top Code	051400 - Office Technology/Office Computer Applications
Units	0 Total Units
Hours	27 Total Hours (Lecture Hours 27)
Total Outside of Class Hours	0
Course Credit Status	Noncredit (N)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	Yes; Repeat Limit 99
Grading Policy	P/NP/SP Non-Credit (D)

Course Description

The Customer Service Skills class is designed to prepare students for entry-level office and administrative support in a variety of fields or businesses. It is intended to prepare students for the skilled workforce with high-growth and high-wage employment potential. According to employers, applicants and employees with the skills acquired in this course and related certificate are more likely to be hired or promoted into roles with increased responsibility. Its goal is career-preparation and job-readiness skills with possible apprenticeships or internships. This course is a noncredit course and may not be substituted or considered for equivalency with any credit course. This course may be used to partially fulfill the requirements for Customer Service Technology – Level 2 – Certificate of Completion (Noncredit). NOT DEGREE APPLICABLE. Not Transferable.

Course Level Student Learning Outcome(s)

1. Given a business scenario, using current technology, develop a customer-service strategy that enhances the customer experience and meets employer requirements.

Course Objectives

- 1. Identify exemplary customer service techniques.
- 2. Demonstrate successful service resulting in customer satisfaction as well as improved colleague interactions.
- 3. Increase job performance by demonstrating effective time-management and problem-solving and decision-making skills.
- 4. Determine strategies to deal with change on the job and to promote a positive workplace.
- 5. Demonstrate ethical and professional business practices effectively.

Lecture Content

Customer Service Description
The Challenge of Customer Service
Problem Solving Strategy for Formulating a Plan for Success
Empowerment Coping with Challenging Customers
Motivation
Leadership in Customer Service
Technology and Customer Service
Excellence in Customer Service

Method(s) of Instruction

- Enhanced NC Lect (NC1)
- Online Enhanced NC Lect (NC5)

Instructional Techniques

A variety of instructional techniques will be employed to encompass different student learning styles. These may include, but are not limited to, lecture, discussion, projects, and small-group activities. Instruction will be supplemented, where appropriate, by digital media presentations resources, guest speakers, and field trips.

Reading Assignments

Students will complete reading assignments assigned from the textbook, supplemental readings, handouts, Internet resources, and any assignments from the Coastline Library.

Writing Assignments

Weekly projects, plans, revisions, discussion topic responses, and applied skills learned in authentic projects.

Out-of-class Assignments

Outside of the classroom, students will read the required materials, study for quizzes and exams, and conduct research, where applicable, to prepare papers and essays.

Demonstration of Critical Thinking

Complete exercises in problem-solving strategies using case studies to improve the customer experience.

Required Writing, Problem Solving, Skills Demonstration

Situational Business Scenarios

Eligible Disciplines

Office technologies (secretarial skills, office systems, word processing, ...)
Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience.

Textbooks Resources

1. Required Harris, E. Customer Service: A Practical Approach, 6 ed. 9780132742399: Pearson, 2013
Rationale: - Legacy Textbook Transfer Data: Legacy text

Other Resources

1. Coastline Library