

# COS A002N: CUSTOMER SERVICE AND RETAIL EMPLOYMENT OPPORTUNITIES

Item	Value
Curriculum Committee Approval Date	12/02/2020
Top Code	130110 - Consumer Services
Units	0 Total Units
Hours	12 Total Hours (Lecture Hours 12)
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

This course includes researching and exploring local job opportunities in the customer service and retail industry. Students will become familiar with the online job search process, Orange Coast College Job Center, and local community resources. Students will complete a written application and prepare for a first interview. Noncredit. NOT DEGREE APPLICABLE. Not Transferable.

## Course Level Student Learning Outcome(s)

1. Complete a written application and be prepared for a first interview within the customer service or retail industry.
2. Research and evaluate job duties, responsibilities, skills, and education needed for various positions in customer service and or the retail industry.

## Course Objectives

- 1. Identify different types of companies and positions available in customer service/retail industry.
- 2. Identify the main duties, responsibilities, skills and education needed for customer service/retail sales jobs.
- 3. Define industry terminology.
- 4. Complete written application.
- 5. Present personal information demonstrating interview skill.

## Lecture Content

Introduction and Overview of the Customer Service and Retail Industry  
 Companies Department Stores Big Box Stores Specialty and Boutique Stores  
 Luxury Brand Stores Discount Stores E-commerce/ Online stores  
 Positions Cashier Customer Service Associate Stocking/Inventory Merchandising/Visual Display  
 Online Shipping Introduction to the Service Retail Industry Companies Food/Grocery Stores  
 Material Stores General Merchandise Retailer E-commerce/Online Stores Automotive Stores  
 Other Positions Warehouse Stocking/ Inventory Shipping Customer Service Cashier  
 Merchandising/Visuals Online Introduction to Retail

Basics Company and Product Knowledge Target Market Customer Service Time Management Orders, Inventory, and Shipping Introduction to Retail Employment and Resources Job Search Resources OCC Job Placement Center Community Job Centers and Resources Online job resources Application Terminology Personal Information Skills, Education, and Experience References Interview Process Preparing for an Interview Personal Appearance Oral Communication Body Language

## Method(s) of Instruction

- Enhanced NC Lect (NC1)
- Live Online Enhanced NC Lect (NC9)

## Reading Assignments

Job Listings 1-2 hours

## Writing Assignments

Completing job applications. 1-2 hours

## Out-of-class Assignments

Research assignments relating to finding local retail employment. 1-2 hours

## Demonstration of Critical Thinking

Introductory interview process.

## Required Writing, Problem Solving, Skills Demonstration

Understanding and demonstration of the ability to complete a written or online application.

## Eligible Disciplines

Family and consumer and studies/home economics: Masters degree in family and consumer studies, life management/home economics, or home economics education OR bachelors degree in any of the above AND masters degree in child development, early childhood education, human development, gerontology, fashion, clothing and textiles, housing/interior design, foods/nutrition, or dietetics and food administration OR the equivalent. Masters degree required. Fashion and related technologies (merchandising, design, production): Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience. Restaurant management: Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience. Retailing (purchasing, merchandising, sales): Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience.

## Other Resources

1. No Textbook will be used. Assigned readings and current event articles will be used.