

Basic Course Information

Semester:	Winter 2023	Instructor Name:	Angelica Ruiz
Course Title & #:	BUS 058 Customer Service in the Workplace	Email:	angie.ruiz@imperial.edu
CRN #:	15172		
Classroom:	3109	Office #:	Building 3100
Class Dates:	January 3 – February 3, 2023	Office Hours:	By appointment only
Class Days:	M-F	Office Phone #:	760-355-6339
Class Times:	8:00 – 9:40 a.m.	Emergency Contact:	Tisha Nelson 760-355-6361
Units:	3	Class Format:	

Course Description

The customer service course is designed to provide key skills and attitude to effectively meet the needs of customers; to introduce elements in communication within business organizations; to provide an analysis of attitudes and behavior which create conflict between individuals and groups within an organization; to provide an understanding of how teams work together, common problems teams encounter and how to solve those problems; to provide key attitude skills; to provide an understanding of change and the influence it has on an organization and the individual in that organization; to introduce the student to decision making and problem solving; to acquaint students with the importance of values and ethics in the workplace; and to introduce time and stress management principles. (Nontransferable, AA/AS degree only) (Nontransferable, AA/AS degree only)

Course Prerequisite(s) and/or Corequisite(s)

None

Student Learning Outcomes

1. Practice customer service techniques to apply in the workplace with coworkers and customers.
2. Apply positive verbal communication
3. Apply techniques on how to manage your time

Course Objectives

1. Describe key skills to effectively meet customer needs; explain valuable communication and listening techniques; explain how attitude ties in with customer service; develop responses to complaints from customers in a positive way; describe the key elements of customer satisfaction and customer retention.
2. Analyze the communication process; explain various methods of communication; identify familiarity with obstacles to effective communication; demonstrate the use of effective listening skills; conduct a meeting utilizing the principles learned; organize and give an effective business presentation.
3. Explain the meaning of conflict; describe how people cope with conflict; describe the forms of conflict; explain the causes of conflict; develop strategies for resolving interpersonal conflict; demonstrate various techniques for resolving conflict; describe how to handle conflict with the boss.

4. Describe team building techniques; explain various team player styles; evaluate common team problems and discuss methods to solve them.
5. Evaluate how attitudes are communicated in order to project the best attitude possible; analyze key skills in attitude adjustment analyze the skills involved in maintaining a positive attitude; describe the primary causes of a bad attitude and turnaround strategies to battle them.
6. Describe the role managers play as change agents; describe the skills necessary for managing change; explain various theoretical models of dealing with change; explain the stages of change and how to effectively deal with each stage; recognize the symptoms of resistance to change and be able to effectively deal with that resistance; develop a Change Action Plan.
7. Describe the role of decision makers; describe what is involved in decision making; explain the best approach for specific situations; describe the types of decisions; describe the steps of decision making; describe various aids available to assist in decision making; describe the elements involved in individual decision making as opposed to group decision making; describe factors to keep in mind when making decisions; analyze information acquired to improve decision making.
8. Describe values and how they influence our actions; describe how values operate in the workplace; determine one's own values and understand how those values will affect carrying out required duties; develop a personal philosophy; describe professional ethics; define social responsibilities.
9. Conduct a self-diagnosis to determine where one's time goes; explain the benefits of time management, identify common time wasters, and be able to eliminate them; explain the importance of setting priorities; describe various time control systems; describe skills in handling crises and interruptions on the job; develop a system for handling incoming correspondence, describe stress and what it costs in the workplace; identify stressors, both internal and external; evaluate one's own stress condition; describe ways to manage stress, both personal and organizational.

Textbooks & Other Resources or Links

No textbook required

Course Requirements and Instructional Methods

Access to a computer, USB (memory stick)

Course Grading Based on Course Objectives

90-100 - A

80-89 - B

70-79 - C

60-69 - D

Below 50 - F

Course Policies

Required language

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of the class will be dropped by the instructor as of the first official meeting of that class. Should readmission

be desired, the student’s status will be the same as that of any other student who desires to add a class. It is the student’s responsibility to drop or officially withdraw from the class. See General Catalog for details.

- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week may be dropped. For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped.
- Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as ‘excused’ absences.

Academic Honesty

- Plagiarism is to take and present as one’s own the writings or ideas of others, without citing the source. You should understand the concept of plagiarism and keep it in mind when taking exams and preparing written materials. If you do not understand how to correctly ‘cite a source’, you must ask for help.
- Cheating is defined as fraud, deceit, or dishonesty in an academic assignment or using or attempting to use materials, or assisting others in using materials, or assisting others in using materials, which are prohibited or inappropriate in the context of the academic assignment in question.

Anyone caught cheating or will receive a zero (0) on the exam or assignment, and the instructor may report the incident to the Campus Disciplinary Officer, who may place related documentation in a file. Repeated acts of cheating may result in an F in the course and/or disciplinary action. Please refer to the General School Catalog for more information on academic dishonesty or other misconduct. Acts of cheating include, but are not limited to the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment ; (c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment, (e) use of a commercial term paper service

IVC Student Resources

IVC wants you to be successful in all aspects of your education. For help, resources, services, and an explanation of policies, visit <http://www.imperial.edu/studentresources> or click the heart icon in Canvas.

Anticipated Class Schedule/Calendar

Date or Week	Activity, Assignment, and/or Topic	Assignments
Week 1 Jan. 3 - 7	Syllabus & Introduction Customer Service in the Workplace View Videos	Discussions
Week 2 Jan. 10 - 14	The Right Attitude in the Workplace View Videos	Discussions
Week 3 Jan. 17 - 21	Decision Making & Problem-Solving in the Workplace View Videos	Discussions
Week 4 Jan. 24 - 28	Team Building in the Workplace View Videos	Discussions
Week 5 Jan. 31 – Feb. 3	Conflict Management in the Workplace View Videos Assessment - Final Project Presentations	Discussions Presentations

*****Subject to change without prior notice*****