Course Information

Course Title:	Customer Service
Course Number:	BIS 1400
Credit Hours:	3.0
Lab Hours:	None
Prerequisite(s):	None
Course Description:	Introduction to concepts of customer service. Topics to include: face-to-face and phone based communication with customers, professionalism and workplace behavior, decision making, problem solving, conflict resolution and negotiation skills, use of emerging technologies, role play scenarios, case studies and preparation for career advancement.
Required Text:	*_Customer Service: Skills for Success_ , 5/e, Author Robert W. Lucas, **ISBN:** 0073397113, **Copyright:** 2012 **About the Book:** *Customer Service: Skills for Success* features how-to topics for the customer service professional. It covers the concepts and skills needed for success in business careers, including listening techniques, verbal and nonverbal communication, and use of technology. Emphasis is given to dealing with customer service problems and how to handle conflicts and stress. Insights and tips are also provided for customer service supervisory personnel.
Required Materials:	n/a
Technical Requirements:	For additional information go to the Technical Help Page under **Resources** tab.

Faculty Information

Instructor:	DeLena Aungst
Department:	Business Information Systems
Course Email:	Please use ANGEL Email.
Emergency Email:	delena.aungst@sinclair.edu
Phone:	512-4210
Office Location:	5230A
Office Hours (campus):	By appointment
Office Hours (online):	By appointment

Course Outcomes

General Education Outcomes:

Oral Communication Competency
>   Organize ideas in a logical and purposeful way, using effective verbal and nonverbal skills to explain those ideas in a variety of oral communication interactions
>   Compose and deliver oral messages appropriate to an intended audience
>   Phrase questions in order to obtain information in a variety of interactions
>   Demonstrate understanding and use of attentive, effective, and respectful listening behaviors in oral communications situations
>   Use communication skills to manage conflict

Critical Thinking/Problem Solving Competency
>   Use appropriate problem solving methods
>   Organize observable data into useful formats
>   Raise relevant questions
>   Articulate ideas or problems

Values/Citizenship/Community Competency
>   Exhibit behavior congruent with policies contained in the Sinclair Student Handbook, including the Sinclair Honor Code
>   Take responsibility for actions
>   Reflect on personal values

Computer Literacy Competency
>   Utilize Internet applications
>   Utilize word processing applications
>   Utilize operating system software and data management skills

Information Literacy Competency
>   Access information using library resources, electronic resources and/or field resources
>   Evaluate information
>   Organize information systematically and appropriately
>   Analyze information

Written Communication Competency
>   Apply the stages of the writing process (prewriting, drafting, revising, and editing) to a document
>   Read and respond critically

Course Outcomes:

- Use emerging technologies within customer service, to include web based and phone based customer service.
- Learn and apply skills necessary to transition into the field of customer service.

- Apply appropriate customer service skills in a variety of settings such as face-to-face, telephone, and online.

Course Requirements

Grading Information

Grading Policy:

ASSIGNMENT	POINTS
Customer Service Pre-test	0
Chapter Quizzes (4 @ 25pts. each)	

- Quiz 1 (Chapter 1-2)
- Quiz 2 (Chapter 3-5)   100
- Quiz 3 (Chapter 6-7)
- Quiz 4 (Chapter 8-10)

Final Test (Cumulative: Chapter 1-10)	100
Total Points	**200**

GRADING SCALE	POINTS
A - 93%	186 - Above
B - 84%	168 - 185
C - 75%	150 - 167
D - 66%	132 - 149
F - Below 66%	Below 132

Course Policies