

Rationale
Industry Need

B

N

Catalog Course Description

This course is designed to provide the student with certain key skills and attitudes in order to effectively meet the needs of customers. The participants will be introduced to the key elements of outstanding customer service. Topics will also include understanding and exceeding customer expectations, and how to deal with unrealistic expectations. The course addresses why customers love and the long-term value of customers.

N

Open Entry/Open Exit

Yes

Repeatability

Unlimited - Noncredit OR Work Experience Education

Grading Options

Pass/No Pass Only

Allow Audit

No

R

N

Is this course variable hour?

No

Total Instructional Hours

9

Is this course offered through Distance Education?

Yes

Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Hybrid	Permanent
Entirely Online	Permanent

N

Student Learning Outcomes

Upon satisfactory completion of the course, students will be able to:	
1E	Demonstrate key
	kl

Course Content

1E %hat is Customer Service?

aE %hy customer service is importantE

bE %hy u e need itE

cE %hat% the difference betu een eood customer service and outstandine customer serviceE

2E %ho Are Your Customers?

aE

CB24 Program Course Status

Program Applicable

Allow Pass/No Pass

Yes

Only Pass/No Pass

No

Reviewer Comments

Seth Anderson (sethe.anderson) (Mon, 05 Dec 2022 23:27:04 GMT): Added Vocational (short-term): Noncredit to discipline field and formatted SLOs and Objectives as separate numbered list

Seth Anderson (sethe.anderson) (Wed, 22 Feb 2023 17:03:51 GMT): Please add types and examples of Online Adaptation of instruction for DE portions of the course; add types and examples of Methods of Evaluation; and consider addine examples of Readine Assienments