

BUSINESS 1111

Customer Service

This is an information sheet only, not the course syllabus

COURSE DESCRIPTION

Interacting with customers and responding to customer concerns in-person, on the telephone, and electronically. Customer service throughout the organization and as a system for meeting customer expectations. Verbal and nonverbal communications as they relate to customer service. Methods for responding to different types of customers. (3 credit hours)

REQUIRED AND RECOMMENDED COURSE MATERIALS

Please follow the instructions below to locate information on the textbook and other materials for this course.

1. From [COD home page](#), click on **myACCESS**.
2. Click on **Search for Credit Classes**.
3. From the **Term** drop-down box select the term.
4. Choose your course from the **Subjects** drop-down menu.
5. In the **Course #** field, enter your course number.
6. In the **Section** field, enter the course section number if known.
7. From the **Course Types** drop-down menu select **Internet/Online**.
8. Scroll to the bottom of the page and click on **SUBMIT**.
9. Click on the **Section Name and Title** link.
10. Click on **Click here for prices of required textbook(s) and supplies** and course material information will be displayed.

Alternatively, you can visit the [COD Bookstore](#) website to find this information.

COURSE OUTLINE

| | |
|--------|---|
| Unit 1 | Chapter 1 – The Customer Service Profession Chapter 3 – Verbal Communication Skills Chapter 4 – Nonverbal Communication Skills Chapter 5 – Listening to the Customer |
| Unit 2 | Chapter 6 – Customer Service and Behavior Midterm Exam – Chapters 1, 3, 4, 5, and 6 Chapter 8 – Customer Service in a Diverse World Chapter 9 – Customer Service Via Technology |
| Unit 3 | Chapter 2 – Contributing to the Service Culture Chapter 7 – Service Breakdowns and Service Recovery Chapter 10 – Encouraging Customer Loyalty Final Exam – Chapters 8, 9, 2, 7, and 10 |

EVALUATION/GRADING

The following grading scale is used for this course.

| Grade | Percent |
|--------------|----------------|
| A | 100% - 90% |
| B | 89% - 80% |
| C | 79% - 70% |
| D | 69% - 60% |
| F | 59% - 0% |

SATISFACTORY/FAIL OPTION

The S/F grade option is available to student in this course. Contact the instructor or refer to the syllabus for details and conditions, including timeframe for applying for this option.

INCOMPLETE GRADE POLICY

Contact your instructor and refer to the course syllabus for details, including timeframe for requesting an Incomplete and the requirement for work completed.