BUSINESS 1111
Customer Service
3 credit hours

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 lecture 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 2, 7, 8, 9 and 10 |
EVALUATION/GRADING
The following grading scale is used for this course.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>100% - 90%</td>
</tr>
<tr>
<td>B</td>
<td>89% - 80%</td>
</tr>
<tr>
<td>C</td>
<td>79% - 70%</td>
</tr>
<tr>
<td>D</td>
<td>69% - 60%</td>
</tr>
<tr>
<td>F</td>
<td>59% - 0%</td>
</tr>
</tbody>
</table>

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.