

COURSE SYLLABUS



COURSE TITLE: Customer Service Training

CLASS SECTION: ETP 031 X01

TERM: Winter 2022

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and WSÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.

Learn more about Camosun's [Territorial Acknowledgement](#).

INSTRUCTIONAL TEAM

NAME: **Mark Fournier, Instructor**

EMAIL: fournierm@camosun.bc.ca

OFFICE: Portable A, Room 102A 250 370-3839

HOURS: Mondays, Tuesdays, Wednesdays and Fridays

NAME: **Laura Friesen, Instructor**

EMAIL: friesenl@camosun.bc.ca

OFFICE: Portable A, Room 104A 250 370-4981

HOURS: Thursdays

NAME: **Anna Stooke, Instructional Assistant**

EMAIL: stookea@camosun.bc.ca

OFFICE: Portable A, Room 104A 250-370-3845

HOURS: Mondays, Tuesdays, Thursdays, Fridays

NAME: **Norma Reid, Instructional Assistant**

EMAIL: reidn@camosun.bc.ca

OFFICE: Portable A, Room 104A

HOURS: Thursdays

We endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with us. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

DESCRIPTION

Students in this course will develop customer service skills in retail and service settings. They will build effective personal skills in the areas of teamwork, effective communication, and growth mindset. Students practice communication, accountability, workplace safety, task completion, and customer service. Students will explore work in the retail and service settings and will practice cash handling, inventory management, and sharing product/service knowledge.

LEARNING OUTCOMES / OBJECTIVES

Upon successful completion of this course a student will be able to:

- effectively serve customers in a variety of retail and service settings
- meet entry-level workplace expectations in the retail and service sectors
- work safely and effectively in retail and service settings
- assess personal compatibility with the types of work in retail and service settings
- interact with customers, peers, teachers, and supervisors in a professional manner in retail and service settings
- initiate strategies that enhance entry-level employability
- use information technology to research and communicate about learning and employment goals
- use available resources to initiate a job search relating to customer service

PREPARATION

Students are responsible for the following materials:

- Clean clothing in good repair appropriate for a variety of employment settings.
- Please wear closed toe shoes to all classes, labs and placements.
- 3 ring binder, pens, paper and a book bag for organizing course materials
- Calendar, schedule or smart phone to keep track of appointments and commitments.
- Meals, snacks, water.

Please inform your instructor if you need support to obtaining these items.

EVALUATION OF LEARNING

All evaluations can be tailored to suit your learning needs and abilities.

DESCRIPTION	WEIGHTING
Work experience evaluation	20
Lab Evaluation	20
Learning Quest and Presentation	20
Weekly work experience challenges	10
Work experience seminar peer assessment	10
Self-assessment	10
Guest Speaker and Out-trip Learning Reflections	10
	TOTAL
	100%

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information.
<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

COURSE GUIDELINES & EXPECTATIONS

Students are expected to be responsible for the following:

- Attend classes and labs on time and ready to learn. Should it be necessary to miss a class, students should provide notice to this instructor. It is the student's responsibility to catch up on anything that may have been missed (e.g. important announcements or assignments).
- Actively engage in learning by participating in activities, labs and placements, completing assignments, identifying learning needs, working with others and following through on commitments.

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student is expected to do the following:

- follow all health and safety rules, procedures and guidelines,
- demonstrate courtesy and respect toward others
- assume responsibility for their education by demonstrating learning and getting help when needed,
- assist in the preservation of College property,
- Follow expectations concerning attendance, assignments, deadlines, and placements.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/students/>.

Support Service	Website
Academic Advising	http://camosun.ca/advising
Accessible Learning	http://camosun.ca/accessible-learning
Counselling	http://camosun.ca/counselling
Career Services	http://camosun.ca/coop
Financial Aid and Awards	http://camosun.ca/financialaid
Help Centres (Math/English/Science)	http://camosun.ca/help-centres
Indigenous Student Support	http://camosun.ca/indigenous
International Student Support	http://camosun.ca/international/
Learning Skills	http://camosun.ca/learningskills
Library	http://camosun.ca/services/library/
Office of Student Support	http://camosun.ca/oss

Support Service	Website
Ombudsperson	http://camosun.ca/ombuds
Registration	http://camosun.ca/registration
Technology Support	http://camosun.ca/its
Writing Centre	http://camosun.ca/writing-centre

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started:

<http://camosun.ca/services/accessible-learning/>

Academic Integrity

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf> for policy regarding academic expectations and details for addressing and resolving matters of academic misconduct.

Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the “Attendance” section under “Registration Policies and Procedures” (<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun’s Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student’s right to choose what is right for them. For more information see Camosun’s Sexualized Violence and Misconduct Policy: <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.9.pdf> and camosun.ca/sexual-violence. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-3703841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College’s Student Misconduct Policy at <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College’s expectations of academic integrity and student behavioural conduct.

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.