



**CAMOSUN COLLEGE**  
**School of Access**  
**ELD Department**

**Work Customer Service**  
**EWRK-110-DX01 (67280) K**  
**Summer 2012**

**COURSE OUTLINE**

**The calendar description is available on the web @**  
<http://camosun.ca/learn/calendar/current/web/ewrk.html#EWRK110>

*Ω Please note: This outline will not be kept indefinitely. It is recommended students keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.*

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**Instructor Information**

<b>(a) Instructor</b>	Heather del Villano
<b>(b) Office hours</b>	By appointment as necessary
<b>(c) Location</b>	Online, via skype, on the phone
<b>(d) Phone</b>	250 661 1512 <b>Alternative:</b>
<b>(e) E-mail</b>	<a href="mailto:delvillanoh@camosun.ca">delvillanoh@camosun.ca</a>
<b>(f) Website</b>	<a href="https://online.camosun.ca/d2l/lp/homepage/home.d2l?ou=6654">https://online.camosun.ca/d2l/lp/homepage/home.d2l?ou=6654</a>

**Course outline**

Delivery mode: online group study  
Time: 35 hours  
Duration: Seven weeks  
Prerequisite: CLB 7 or above

**Overview**

This course introduces you to language that will improve your customer service skills. The language expressions and techniques you learn will help you understand the expectations of and participate in customer service in Canada

There are four lessons in the course. Lesson one looks at the basic principles of customer service and introduce language techniques and expressions for managing conversations. Lesson two teaches introduces more 'essential' language. You'll also work through customer service-based content where you learn to interpret body language and tone of voice. Lesson 3, focuses on how to handle telephone conversations including responding to enquiries and dealing with problems and complaints. In lesson four, you work on a number of tasks to consolidate and apply the skills you've learnt in the lessons. Lessons one to three include practice exercises and quizzes for each of the topics and discussion board activities and assignments. They also contain vocabulary, grammar, pronunciation and dictation practice exercises.

**Learning Outcomes**

The Canadian Language Benchmarks outcomes this course helps you achieve are:

- offer advice to clients and customers by expressing and qualifying own opinion, expressing concerns, feelings and reservations. (CLB 7)
- identify stated details and inferences about mood and attitude in spoken complaints and warnings.(CLB 8)

- propose a solution in a discussion with a client or customer. (CLB 8)
- ask questions to gather information in person or in telephone conversations and to check if customer/client is following. (CLB 8)
- summarize or repeat back information, opinions and issues. (CLB 9)

If you want to know more about these benchmarks, go to the [Canadian Language Benchmarks](#) site.

### **Evaluation**

To receive a letter of completion for this course, you must complete at least thirteen of the eighteen (75%) course discussion board activities and assignments.

### **Expectations**

Your instructor will reply to most emails, discussion posts and assignments within twenty-four to forty-eight hours during the work week.

Your instructor will post guidelines and due dates for all discussion posts and individual assignments in the 'News Item' section on the course home page.

Your instructor will email you information for the role play tasks.

Your perspective on the course content and structure is very important to us. After lesson three and at the end of the course, your instructor will email you 'course feedback' questions for you to answer and share your experience of the course.

### **A. Grading System**

Standard Grading System (GPA)

Competency Based Grading System

### **STUDENT CONDUCT POLICY**

There is a Student Conduct Policy. It is the student's responsibility to become familiar with the content of this policy. The policy is available in each School Administration Office, Registration, and on the College web site in the Policy Section.

<http://camosun.ca/about/policies/education-academic/e-2-student-services-&-support/e-2.5.pdf>

### **ACADEMIC PROGRESS POLICY**

There is an Academic Progress Policy designed to enhance a learner's likelihood of success. Students should become familiar with the content of this policy. The policy is available in each School Administration Office, Registration, and on the College web site in the Policy Section.

<http://camosun.ca/about/policies/education-academic/e-1-programming-&-instruction/e-1.1.pdf>

The following two grading systems are used at Camosun College:

1. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F	Minimum level has not been achieved.	0

2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course, practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-&-instruction/e-1.5.pdf> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.