



SCHOOL OF ACCESS

*Access to Employment Training
and Preparation Programs
(ETP Department)*

Customer Service Training 032 Customer Service Training Fall Semester 2014 Course Outline

Instructor: Mark Fournier
Office: Portable A – Room 102A (Interurban Campus)
Office Hours: Mark Fournier: Monday and Wednesday: 3:00-4:00, Tuesday 9:00-10:00,
Friday by appointment
Classroom: Portable A – Room 104 (Interurban Campus)
Telephone: Mark Fournier: 370-3839 **Email:** fournierm@camosun.bc.ca
Dates: September 2, 2014 – December 11, 2014
Class Times: Tuesday, Wednesday and Thursday 10:00-3:00

Course Description:

The course will provide students with practical knowledge and training for entry-level positions in the retail industry. The focus is on the study and practice of skills in customer relations, basic office equipment, cash register operations, and materials handling. The course promotes teamwork, customer service and communication as effective tools for the workplace.

What You Will Learn: The student will be able to:

- explain customer service in the retail, service and hospitality industries
- provide information to customers regarding products and services
- perform routine telephone operations
- identify the price of goods, services or admissions
- use price-marking devices
- demonstrate basic cash register operation
- receive cash payment
- demonstrate cash handling and related math skills
- bag, box or parcel purchases for customers or for shipment or delivery to customers
- understand standard stock, storage and inventory procedures
- illustrate routine record keeping procedures
- demonstrate basic keyboarding and computer data entry
- demonstrate understanding of workplace safety and clean-up procedures
- research an entry-level retail/service job and prepare a report

Required Materials:

Clothing that would suitable for work in the customer service sector.

Evaluation:

Students will be assessed by their:

- participation in class
- participation during group activities
- motivation to learn
- completion of assignments and projects
- application of knowledge from the classroom to the customer service settings and at practicum sites.

Assessment methods will include observation, discussion, self-evaluation, completion of individual and group projects and activities, and the identification of personal learning plans.

Competency based grading system

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 Section E below for conversion to final grades.)

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, due to design may require a further enrollment in the same course. No more than two IP grades will be assigned for the same course. (For these courses a final grade will be assigned to either the 3 rd course attempt or at the point of course completion.)
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.

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.bc.ca/policies/Education-Academic/E-1-Programming-&-Instruction/E-1.1.pdf>

Note: A student maybe required to obtain a criminal record check due to the nature of his or her work experience or because an employer requires one to work on his or her site. If a criminal record check is required, Camosun College faculty or staff will help to facilitate the completion of this process.