



SCHOOL OF ACCESS

EMPLOYMENT TRAINING AND PREPARATION

ETP 32 COURSE OUTLINE - FALL SEMESTER 2015

CUSTOMER SERVICE TRAINING

Class Times: Tuesday - Thursday 10:00 - 3:00; September 8, 2015 – December 10, 2015

Classroom: Interurban Campus, Portable A, Room 104

Instructor: David Greig

Office: Portable A – Room 102A (Interurban Campus)

Office Hours: Wednesday: 3:00-3:15, Thursday: 9:30-10:00 & 3:00-3:15 and Friday by appointment.

Telephone: 250 370-3845 **Email:** Greig@camosun.bc.ca

Instructor: Mark Fournier

Office: Portable A – Room 102A (Interurban Campus)

Office Hours: Monday, Tuesday: 9:30-10:00 & 3:00-3:15; Wednesday: 9:30-10:00 & 12:00-12:15

Telephone: 250 370-3839 **Email:** fournierm@camosun.bc.ca

COURSE PURPOSE:

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.

COURSE OUTCOMES:

By the end of this course, students will be able to do the following:

- work well with others to deliver a product and/or service using good customer service and teamwork skills
- use good communication skills to provide information to customers regarding products and/or services
- demonstrate a consistent orientation to workplace safety, organization and cleanliness
- demonstrate safe and effective operation of basic workplace equipment such as: cash registers, photocopiers, computers, staplers, price marking equipment, stock handling equipment
- use organizational skills and time management to complete tasks
- describe good customer service in the retail, service and hospitality industries
- perform routine telephone operations using good customer service skills
- practice cash handling and related math skills including: receiving cash payment and making correct change, cash reconciliation and security
- bag, box or parcel purchases for customers or for shipment or delivery to customers
- describe standard stock, storage and inventory procedures
- practice routine record keeping procedures
- demonstrate basic keyboarding and computer data entry

PREREQUISITES:

Permission from instructor is required to register in this course. Candidates must demonstrate readiness to learn, ability to travel and function independently in the community and capacity to contribute effectively to a workplace setting.

REQUIRED MATERIALS:

Learning material will be presented by the instructor from a variety of sources. Students are responsible for bringing the following materials:

- Clean clothing in good repair appropriate for select work experience settings.
- 3 ring binder, pens, paper and book bag.
- Calendar, schedule or smart phone to keep track of appointments and commitments.
- Meals, snacks, water.

EVALUATION:

Students will participate in a performance evaluation conducted by the instructor. Performance will be assessed according to input from the following sources:

- Classroom activities: demonstrate teamwork, initiative and collaboration.
- Lab evaluations: demonstrate customer service skills, teamwork, initiative and professionalism.
- Record of attendance: arrive on time to all scheduled classes and labs ready to learn and work. Where this is not possible contact the instructor with sufficient notice.
- Personal learning plans: collaborate with the instructor to create a learning plan and show initiative, motivation, perseverance and responsibility in carrying out your learning activities.
- Assignments: complete these on time and to the best of your ability.

COMPETENCY BASED GRADING SYSTEM

Grade	Description
COM	Complete: The student has met the goals, criteria, or competencies established for this course, practicum or field placement.
DST	Complete with Distinction: The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	Not Complete: The student has not met the goals, criteria, or competencies established for this course, practicum or field placement.
I	Incomplete: 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	In progress: 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 3rd course attempt or at the point of course completion.)
CW	Compulsory Withdrawal: 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, at 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>