



# COURSE OUTLINE

ETP 32 CUSTOMER SERVICE TRAINING - FALL SEMESTER 2016

**Class Times:** Tuesday - Thursday 10:00 - 3:00; September 6, 2016 – December 8, 2016

**Classroom:** Interurban Campus, Portable A, Room 104

**Instructor:** David Greig

**Office:** Interurban Campus, Portable A – Room 102A

**Office Hours:** Wednesday 3:00-4:00; Thursday 9:00-10:00 & 3:00-4:00; Friday by appointment

**Telephone:** 250 370-3845      **Email:** [Greig@camosun.bc.ca](mailto:Greig@camosun.bc.ca)

**Instructor:** Mark Fournier

**Office:** Interurban Campus, Portable A – Room 102A

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

**Telephone:** 250 370-3839      **Email:** [fournierm@camosun.bc.ca](mailto:fournierm@camosun.bc.ca)

## Course Purpose

This course provides students with the opportunity to develop entry-level employment skills for the retail and/or service industries. Students learn and practice essential skills related to employment. These include: customer service skills, business communication, basic office equipment operation, stock and inventory handling and workplace safety. The course promotes teamwork, personal responsibility and customer service practice.

## 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 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.

Support is available to students who may have trouble obtaining these items.



## Attendance Policy

As a reflection of workplace standards, students are expected to arrive on time to all classes and labs ready to learn. Because this course uses an experiential learning approach, it is difficult to make up time missed in class through independent study. Therefore, students are expected to attend at least 80% of the course. Students are expected to provide appropriate reasons and sufficient notice for all absences and late arrivals. Please note that two late arrivals will be recorded as one absence. Students are expected to minimise any disruption caused by a late arrival.

## Evaluation Plan

| COURSE EVALUATION METHODS   |  |  |                    |   |   |   |   |
|---|--|--|--------------------|---|---|---|---|
| 1. Dynamic Evaluation: Students will demonstrate progress in course outcomes through ongoing interactions in class and labs, conversations with the instructors, lab evaluations, learning journals, learning plans, assignments and assessments. |  |  |                    |   |   |   |   |
| 2. Student self-evaluation of progress in course outcomes. Must be supported by a sound rationale.  |  |  |                    |   |   |   |   |
| 3. Learning Lab self-evaluation   |  |  |                    |   |   |   |   |
| 4. Learning Lab supervisor evaluation   |  |  |                    |   |   |   |   |
| 5. Learning Journals: completed weekly on time to the student’s best ability. Journals are an accurate and complete record of learning and include students’ personal reflection on learning.   |  |  |                    |   |   |   |   |
| COURSE OUTCOMES   |  |  | EVALUATION METHODS |   |   |   |   |
| Progress in the outcomes outlined below will be measured using the indicated evaluation methods.  |  |  | 1                  | 2 | 3 | 4 | 5 |
| 1. Demonstrate communication & interpersonal skills that will support successful workplace interactions with employers, employees, customers and the general public.  |  |  | ✓                  | ✓ | ✓ | ✓ | ✓ |
| 2. Demonstrate a clear understanding of safe work practices and the ability to conduct themselves in a safe and responsible manner.   |  |  | ✓                  | ✓ | ✓ | ✓ | ✓ |
| 3. Demonstrate effective problem solving, time management, initiative and a willingness to learn within the work place  |  |  | ✓                  | ✓ | ✓ | ✓ | ✓ |
| 4. Identify and safely operate basic retail industry equipment and handle materials   |  |  | ✓                  | ✓ | ✓ | ✓ | ✓ |
| 6. Skilfully organize and manage stock and inventory and maintain a clean and welcoming retail environment  |  |  | ✓                  | ✓ | ✓ | ✓ |   |
| 7. Follow directions and carry out basic customer service related tasks   |  |  | ✓                  | ✓ | ✓ | ✓ | ✓ |
| 8. Identify Customer Service work options within the community  |  |  | ✓                  | ✓ |   |   | ✓ |
| 9. Perform a variety of skills related to the proper procedures for monetary transactions   |  |  | ✓                  | ✓ | ✓ | ✓ |   |



## Description of Grades

| GRADE | DESCRIPTION  |
|-------|--|
| COM   | <b>Complete:</b> The student has met the goals, criteria, or competencies established for this course.   |
| DST   | <b>Complete with Distinction:</b> The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course.  |
| NC    | <b>Not Complete:</b> The student has not met the goals, criteria, or competencies established for this course.   |
| I     | <b>Incomplete:</b> 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    | <b>In progress:</b> 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    | <b>Compulsory Withdrawal:</b> 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.                            |

Students at risk of not completing this course (due to absence or lack of demonstrated progress) should approach the instructor to negotiate a learning contract as early in the course as possible.