



COURSE OUTLINE

ETP 32 CUSTOMER SERVICE TRAINING - FALL SEMESTER 2017

Class Times: Tuesday - Thursday 10:00 - 3:00; September 6, 2017 – December 14, 2017

Classroom: Interurban Campus, Portable A, Room 104

Instructor: Mark Fournier

Office: Interurban Campus, Portable A, Room 102A

Office Hours: Monday 12:00-12:30; Tuesday, Wednesday and Thursday 8:30-9:30 & 3:00-3:30;
Friday by appointment.

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

Course Purpose

This course provides students with the opportunity to develop entry-level employment skills in the retail and service sectors. Students learn and practice essential skills related to employment. These include: customer service skills, communication skills, 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 work cooperatively and safely in a team 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 delivering customer service in a variety of settings.
- 3 ring binder, pens, paper and a 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.



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Evaluation Plan

COURSE EVALUATION METHODS	
1. Dynamic Evaluation: Students will demonstrate progress in course outcomes through assignments and ongoing interactions with instructional staff.	30%
2. Learning Plan	20%
3. Learning Lab self-evaluation	20%
4. Learning Lab supervisor evaluation	20%
5. Learning Journals	10%

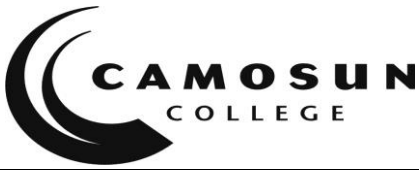
COURSE OUTCOMES	EVALUATION METHODS				
	1	2	3	4	5
Progress in the outcomes outlined below will be measured using the indicated evaluation methods.					
1. Demonstrate communication & interpersonal skills that will support successful workplace interactions with employers, employees, customers and the 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	✓	✓	✓	✓	

Attendance Policy

As a reflection of workplace standards, students are expected to arrive on time to all classes and labs ready to learn. Students are expected to provide appropriate reasons and sufficient notice for all absences and late arrivals. Students are expected to minimise any disruption caused by a late arrival.

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. Please note that two late arrivals will be recorded as one absence.

Students at risk of not completing this course should approach the instructor as early in the course as possible.



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Evaluation #1

Evaluation #1		
Title	Dynamic Evaluation	20%
Description	Demonstrate professionalism and progress in course outcomes through a variety of means including: <ul style="list-style-type: none"> • Ongoing interactions in class • Delivery of assignments • Participation in class discussions • Interactions with other students • Interactions with job search contacts • Conversations with the instructor 	
Specifications	The instructor will rate overall student contribution in the following categories. <ul style="list-style-type: none"> • Customer Service Skills and Attitudes: use of positive language, service orientation, customer engagement, choosing a positive attitude, teamwork • Reliability, accountability and initiative • Teamwork • Personal presentation: attire, hygiene, grooming and body language • Safety orientation: using and promoting safe practices, hazard identification and remediation, asking for help, maintaining a clean and orderly work environment, tool handling 	
Due Date	There is no due date; however attendance, participation and meeting deadlines will impact your performance.	