



COURSE OUTLINE

ETP 32 CUSTOMER SERVICE TRAINING - FALL SEMESTER 2019

Class Times: Tuesday - Thursday 10:00 - 3:00; September 3, 2019 – December 12, 2019

Classroom: Interurban Campus, Portable A, Room 104

Instructor: Mark Fournier

Office: Interurban Campus, Portable A, Room 102A

Office Hours: MO 8:30-9:45 & 12:00-12:30; TU-TH 8:30-9:45 & 3:00-3:30..

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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.



Evaluation Plan

COURSE EVALUATION METHODS	
1. Learning Journals	15%
2. Customer Service Action Plan	20%
3. Learning Lab self & peer evaluation	20%
4. Learning Lab supervisor evaluation	20%
5. Dynamic Evaluation	25%

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.

LEARNING JOURNALS 15%

Description	<p>Learning Journals are meant to be both a record of your learning and an opportunity to think back on what you learned. Express yourself using writing, drawing, maps, charts, cartoons, collage, mind maps, diagrams, and/or bullet points. Entries should be dated and answer the following questions:</p> <ol style="list-style-type: none"> 1. What? List the learning activities you did for the day. 2. So, what? What did you learn? How is meaningful to you? 3. What Now? What will you do as a result of this learning? <p>This assignment is meant to help you reflect on your learning. Learning journals can be customised to meet your individual learning needs. Please talk to the instructor if you need to customize your format.</p>
Specifications	<p>Please make at least four journal entries each week. Entries can be made using paper journals or electronic files including text, graphics, audio and/or video. Each entry should include <u>all</u> of the following features:</p> <ul style="list-style-type: none"> • Date • Describe the topic, learning activity or insight you are reflection upon • Describe how this learning impacted you? • What action or decision will you take/make as a result of this learning? • Illustrate your entry with a picture, drawing, graph or map.
Due Date	Weekly by 3:00 pm on Thursdays. Late entries accepted until 9:00 AM Friday.



CUSTOMER SERVICE ACTION PLAN 20%	
Description	The Customer Service Action Plan is a workbook to help you learn and practice customer service skills. Work through the book and develop at least four substantial learning goals. Work with your instructor to create learning activities for these goals. Follow through on your learning activities and track your progress.
Specifications	Develop at least four learning goals including the following: <ul style="list-style-type: none"> • A specific learning goal • At least three learning activities you will do to meet your goal • How you will track progress for each learning activity Consult with the instructor weekly about your plan. Students will earn 5 points for each plan.
Due Date	Bring your learning planner workbook to all classes and labs. Review your work with the instructor each week. Learning plans should be completed by November 13 th .

LEARNING LAB SELF-EVALUATION 20%	
Description	Self-assessment is an important work related skill. Practice this skill throughout the term and get feedback. Your accuracy is worth half the mark.
Specifications	10% for your evaluation of your learning. 10% for the accuracy and thoughtfulness of your self-evaluation.
Due Date	Last week of classes

LEARNING LAB EVALUATIONS 20%	
Description	Participate in learning labs. Use lab time to practice customer service skills and the attitudes/behaviours of an entry-level worker.
Specifications	You will be evaluated on a number of areas (see rubric)
Due Date	Ongoing participation in labs



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EMPLOYMENT TRAINING AND PREPARATION

DYNAMIC EVALUATION 25%

Description	Dynamic evaluation looks at learning progress in a number of ways such as: observation during class and labs, learning journals, opening and closing circle, task completion, quality of work, quantity of work, changes in behaviour, reflection on learning, sharing of insights and progress according to student defined measures.
Specifications	<p>Student progress will be assessed according to the following categories.</p> <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 <p>Students can take an active role by sharing their successes, accomplishments and progress with the instructor. Attending class, engaging in learning activities, communicating with the instructor and maintaining a positive attitude are things students can do to showcase their learning.</p>
Due Date	Dynamic evaluation takes place throughout the semester and will be summarized during the second to last week of class.