

MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE

COURSE OUTLINE

DEPT. ADSA

COURSE NUMBER: 1141

NUMBER OF CREDITS: 2

Lecture: 2 Lab: 0 OJT 0

Course Title:

Customer Service for the Office Professional

Catalog Description:

Customer Service for the Office Professional covers the basic skills necessary to work effectively with customers. Basic customer service communication skills including telephone, technology, and writing are covered. Also included are customer retention, motivation, leadership and problem solving strategies.

Prerequisites or Necessary Entry Skills/Knowledge:

None

FULFILLS MN TRANSFER CURRICULUM AREA(S) (*Leave blank if not applicable*)

- Goal 1: Communication: By meeting the following competencies:
- Goal 2: Critical Thinking: By meeting the following competencies:
- Goal 3: Natural Sciences: By meeting the following competencies:
- Goal 4: Mathematics/Logical Reasoning: By meeting the following competencies:
- Goal 5: History and the Social and Behavioral Sciences: By meeting the following competencies:
- Goal 6: The Humanities and Fine Arts: By meeting the following competencies:
- Goal 7: Human Diversity: By meeting the following competencies:
- Goal 8: Global Perspective: By meeting the following competencies:
- Goal 9: Ethical and Civic Responsibility: By meeting the following competencies:
- Goal 10: People and the Environment: By meeting the following competencies:

Topics to be Covered

Customer satisfaction, defined

Customer service challenges

Problem solving processes and strategies

Communication skills

Methods of communication

Challenging customers

Self-concept and motivation

Teamwork

Leadership

Customer retention

Technology and customer service

Student Learning Outcomes

Define customer satisfaction

Develop an awareness of Customer service challenges

Apply problem solving strategies

Engage communication skills to interact with customer behaviors

Identify challenging customers and methods for achieving customer satisfaction

List common motivating factors

Incorporate teamwork skills in customer service delivery

List characteristics of effective leaders

Define customer retention and list methods for retaining customers

Apply technology to elements of customer service

Tailor customer service to the global world

Is this course part of a transfer pathway: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Revised Date: 6/2021