

# 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
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<b>Student Learning Outcomes</b>
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Define customer satisfaction
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Develop an awareness of Customer service challenges
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Apply problem solving strategies
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Engage communication skills to interact with customer behaviors
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Identify challenging customers and methods for achieving customer satisfaction
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List common motivating factors
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Incorporate teamwork skills in customer service delivery
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List characteristics of effective leaders
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Define customer retention and list methods for retaining customers
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Apply technology to elements of customer service
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Tailor customer service to the global world
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<b>Is this course part of a transfer pathway: Yes   <input type="checkbox"/>   No   <input checked="" type="checkbox"/></b>
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Revised Date: 6/2021