

# MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE

## COURSE OUTLINE

**DEPT. CST**

**COURSE NUMBER: 2310**

**NUMBER OF CREDITS: 2**

**Lecture: 2 Lab: 0 OJT: 0**

<b>Course Title:</b>
Information Technology Customer Service

<b>Catalog Description:</b>
Information Technology Customer Service covers the basic skills needed to work effectively with customers face-to-face, online or at a help desk. Basic communication, listening, telephone, writing, and problem-solving skills in the field of technology are developed.

<b>Prerequisites or Necessary Entry Skills/Knowledge:</b>
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:

<b>Topics to be Covered</b>
Achieving High Customer Satisfaction
Developing strong listening and communication skills
Handling difficult customer situations
Solving and preventing problems
Teams and team players
Minimizing stress and avoiding burnout
Job seeking and keeping

<b>Student Learning Outcomes</b>
Determine communication styles
Resolve customer issues
Develop communication skills
Prepare a resume for a technology career
Explain the proper etiquette for seeking and keeping a job

<b>Is this course part of a transfer pathway: Yes</b> <input type="checkbox"/> <b>No</b> <input checked="" type="checkbox"/>
<small>*If yes, please list the competencies below</small>

Revised Date: 4/1/2021