Course Outline:

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
<table>
<thead>
<tr>
<th>Communication skills</th>
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<tr>
<td>Methods of communication</td>
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<tr>
<td>Challenging customers</td>
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<tr>
<td>Self-concept and motivation</td>
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<td>Teamwork</td>
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<td>Leadership</td>
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<td>Customer retention</td>
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<td>Technology and customer service</td>
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</tbody>
</table>

**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 ☐ No ☒

Revised Date: 6/2021