Course Title:
Information Technology Customer Service

Catalog Description:
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.

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 (General)
1. Achieving High Customer Satisfaction,
2. Developing strong listening and communication skills
3. Handling difficult customer situations
4. Solving and preventing problems  
5. Teams and team players  
6. Minimizing stress and avoiding burnout  
7. Job seeking and keeping

**Student Learning Outcomes**

1. Determine communication styles  
2. Resolve customer issues  
3. Develop communication skills  
4. Prepare a resume for a technology career  
5. Explain the proper etiquette for seeking and keeping a job

**Is this course part of a transfer pathway:** Yes ☐ No ☒  
*If yes, please list the competencies below*

Revised Date: 04/2021