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
- 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
**Student Learning Outcomes**

<table>
<thead>
<tr>
<th>Determine communication styles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolve customer issues</td>
</tr>
<tr>
<td>Develop communication skills</td>
</tr>
<tr>
<td>Prepare a resume for a technology career</td>
</tr>
<tr>
<td>Explain the proper etiquette for seeking and keeping a job</td>
</tr>
</tbody>
</table>

**Is this course part of a transfer pathway:**  Yes ☐   No ☒

*If yes, please list the competencies below*

Revised Date: 4/1/2021