

Piedmont Technical College Course Syllabus

COURSE INFORMATION

Course Prefix/Number: AOT 180

Title: Customer Service

Responsible Division: Business, Information Technologies, and Public Service

Last Day to Withdraw from this Course: For the last date to withdraw from this course, consult the current *Student Calendar*.

Course Description:

For course, credit hour, pre-requisite(s) and co-requisite(s) information, visit the Detailed Course Information page: www.ptc.edu/courses/AOT180 .

Textbook and Other Materials:

For textbook information and additional required and/or supplemental materials, visit the [college bookstore](http://www.ptc.edu/bookstore) (www.ptc.edu/bookstore).

Proctored Examinations:

Proctored examinations for distance learning courses taken at non-PTC campuses may require a proctoring fee for each exam taken.

COURSE POLICIES

Course policies are available online through the *Academic Catalog* and *Student Handbook*. Visit the [Course Policies page](http://www.ptc.edu/syllabus/policies) (www.ptc.edu/syllabus/policies) for a detailed list of important policies and more information.

GRADE POLICY

Detailed grading policy information can be found on the [Grading Policy webpage](http://www.ptc.edu/grading-policy) (http://www.ptc.edu/grading-policy). Final grade appeal information is available in the [Academic Catalog](http://www.ptc.edu/catalog/) (http://www.ptc.edu/catalog/).

ACCOMMODATIONS

Accommodations for ADA:

Information is available on the [Student Disability Services webpage](http://www.ptc.edu/ada) (<http://www.ptc.edu/ada>).

TITLE IX HARASSMENT AND SEXUAL ASSAULT INFORMATION

In accordance with Title IX of the Education Amendments of 1972, Piedmont Technical College does not discriminate on the basis of sex in its education programs or activities. Title IX protects students, employees, and applicants from sex discrimination in admissions and employment to include discrimination based on gender identity or failure to conform to stereotypical notions of masculinity or femininity. More information regarding Title IX, including contact information for the Title IX coordinators, is available at [Title IX Harassment and Sexual Assault Information](https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information) (<https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information>).

RATIONALE

Why do I need this course?

This course is designed to teach you about the customer service work environment, methods for successful customer relations, and career advancement tactics.

PROGRAM INFORMATION

For program information including required courses, program learning outcomes, gainful employment information and advisement information, refer to the Academic Program webpage. Go to [Academics](http://www.ptc.edu/academics) (<http://www.ptc.edu/academics>), select your program, and then select Credentials Offered.

COURSE STUDENT LEARNING OUTCOMES

Upon successful completion of this course and/or clinical, each student will be able to:

Describe how to create favorable impressions with customers.

Illustrate how to maintain a professional attitude even when handling difficult customers.

Describe components of proper telephone etiquette.

Detail the verbal and nonverbal processes of communication.

Formulate steps to work effectively in teams.

Explain the concepts of time management and healthy work habits.

Strategize how to conduct customer service through electronic media such as email and the Internet.

Describe methods to anticipate, prevent and solve problems and complaints posed by customers.

Demonstrate an understanding of customers' needs and wants.

Describe how a positive attitude can improve interactions with customers.

Outline methods of service to diverse customers, including those with different cultural backgrounds.

Describe customer service employment and career development opportunities.

GENERAL EDUCATION COMPETENCIES

Piedmont Technical College General Education Competencies for All Graduates:

This course may address one or more of the following General Education Competencies (assessment will be stated when applicable):

Communicate effectively.

Assessment:

Identify verbal and non-verbal communication tactics. Understand customers' needs and wants. Explain essential customer service skills using the telephone, email and Internet.

Apply mathematical skills appropriate to an occupation.

Assessment:

N/A

Employ effective processes for resolving problems and making decisions.

Assessment:

Demonstrate professionalism in difficult situations. Identify tactics for dealing with culturally diverse customers. Propose tactics for productive teamwork.

Demonstrate the basic computer skills necessary to function in a technological world.

Assessment:

Explain essential customer service skills using the telephone, email and Internet. Identify employment resources and professional networks.

To validate proficiency in the general education competencies, students in some programs will be tested using Work Keys.