CUSTOMER SERVICE — SMGT 2005

A. Course Description
   - Credits: 1.00
   - Lecture Hours/Week: 1.00
   - Lab Hours/Week: 0.00
   - OJT Hours/Week: 0
   - Prerequisites: None
   - Corequisites: None
   - MnTC Goals: None

   This course is an introduction to customer service and will also focus on the foundation needed to build life-long customer relations, through the development of positive customer care approaches. Individuals who complete the course are eligible to earn certification as a Customer Service Professional by passing an international certification exam. Prerequisite: None.

B. Course Effective Dates: 1/8/07 – Present

C. Outline of Major Content Areas
   - As noted on course syllabus

D. Learning Outcomes
   1. analyze the customer
   2. apply internet customer service skills
   3. apply telephone customer service skills
   4. calm upset customers
   5. define customer service
   6. examine stress management strategies
   7. examine time management strategies
   8. use effective communication skills

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

F. Learner Outcomes Assessment
   - As noted on course syllabus

G. Special Information
   - None noted