

	Course Description
COURCE CODE:	Customer Service Skills in IT Support
	This course will focus on the importance of delivering excellent
	customer service. Students will learn to handle complaints and
	deliver excellent customer service on the telephone, in chat sessions,
	in writing, and in person so that customers have a positive
Instructor:	perception about the organization.
[Instructor Name]	Students who complete this course will have been exposed to skills, concepts, and techniques of interfacing with customers who require
Telephone:	IT support. The interaction can be over the phone, online chat, or in person. Students passing this course would have demonstrated how
[Telephone]	to: o Respond to initial requests via several mediums
E-Mail:	o Record the request, complaint, or need in a logging system
[email]	Communicate effectivelyApply information tools and resources
Office Hours:	Main Topics:
[Office Hours]	 Defining Customer Support Identifying Customer Needs
Start Date:	Recording Information
[Start Date]	Managing Your Work Morking with Service Level Agreements
	Working with Service Level Agreements
Completion Date:	Student Required Resources
	Email Account
Course Contact Hours: 24	E-Modules
Course Length: 6 sessions	<u>Textbook</u>
Lecture: ??	None
Laboratory: ??	Material
E-Module: ??	None



Lecture Topic In-Class Activity/Lab Assignment Out-Class Activity/Discussion Boar E-Module/Homework Module One Objectives: In this module, the students will be exposed to the importance of delivering excellent customer service and ensuring the customer is satisfied with the work performed. Image: Comparity of the period of t		COURSE OUTLINE		
In this module, the students will be exposed to the importance of delivering excellent customer service and ensuring the customer is satisfied with the work performed. * Recognize the importance of delivering excellent customer service so that you can help to build, maintain, and increase your organization's customer base. * Focus on the customer so that the individual is motivated to return. * Deliver excellent customer service. * Module One Outline Hrs.	Lecture Topic	In-Class Activity/Lab Assignme	ent	Out-Class Activity/Discussion Board E-Module/Homework
ensuring the customer is satisfied with the work performed.	Module One Objectives:	•		
Provide the importance of delivering excellent customer service so that you can help to build, maintain, and increase your organization's customer base. Focus on the customer so that the individual is motivated to return. Deliver excellent customer service. Popics: Publivering Excellence Publivering Excellence Publivering Excellence Publivering Excellence Publivering Excellence Publivering Excellence Publivering P	n this module, the student	s will be exposed to the importance of	of deliveri	ng excellent customer service and
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opics:	Module Three Outline	Hrs.	All course material will be
Customer	1 Lecture	.75	provided to the students for
Complaints	2 Application	.5	review.
Managing Stress	3 In-class Video	.5	
	4 Exercises	2	This module will be a total of 4
	5 Review/Quiz	.25	classroom hours of instruction.

Module Four Objectives:

In this module, the students will be exposed to communication techniques for face-to-face, chat, and telephone conversations. The emphasis in this module is to prevent or correct situations with difficult customers. The previous two modules presented customer support in a positive light. This module covers what to do when customers complain and when your stress level starts to become unmanageable.

- * Focus on the customer so that the individual is motivated to return.
- * Examine the techniques for providing service through face-to-face contact.
- * The benefits of actively listening to your customers.

Topics:	#	Module Four Outline	Hrs.	All course material will be
Active Listening	1	Lecture	.75	provided to the students for
 Customer's 	2	Application	.5	review.
Perspective	3	In-class Video	.5	
	4	Exercises	2	This module will be a total of 4
	5	Review/Quiz	.25	classroom hours of instruction.

Module Five Objectives:

In this module, the students will review everything covered in the previous modules with emphasis on the technical aspects of solving customer issues, such as detecting persistent problems and handling multiple issues at once. In this module, the students will be exposed to the tools and various means of solving difficult issues.

* Recognize the importance of delivering excellent customer service so that you can help to build, maintain, and increase your organization's customer base.

- * Acquire tools to provide quality customer service and make lasting impressions.
- * Discover techniques to increase customer satisfaction.
- * Identify the stages of customer management.

Topics:	#	Module Five Outline	Hrs.	All course material will be
Technical Customer	1	Lecture	.75	provided to the students for
Support	2	Application	.5	review.
Tools for Technical	3	In-class Video	.5	
Customer Support	4	Exercises	2	This module will be a total of 4
	5	Review/Quiz	.25	classroom hours of instruction.

Module Six Objectives:

In this module, the students will review everything covered in the previous modules with emphasis on interfacing with customers via multiple means, service management, detecting persistent problems, and



handling complaints and compliments. This module will tie previous concepts together in delivering excellent customer service.

*Acquire tools to provide quality customer service and make lasting impressions. * Identify the stages of customer management.

Topics:	#	Module Six Outline	Hrs.	All course material will be
 Understanding 	1	Review Lecture	1	provided to the students for
Technical Support	2	Exercises/Application	2.5	review.
Delivering	3	Assessment	.5	
Customer				This module will be a total of 4
Excellence				classroom hours of instruction.
 Focusing on the 				
Customer				
• Listening to				
Customers				
Handling Customer				
Complaints				
Working with Irate				
Customers				
Managing Stress				

Grade Point Value

Grade	Percentage	Quality Points
А	95 to 100	4.0
A-	90 to 94	3.7
B+	87 to 89	3.3
В	83 to 86	3.0
В-	80 to 82	2.7
C+	78 to 79	2.5
С	73 to 77	2.3
C-	70 to 72	2.0
Fail	69 or below	0.0

Methods of Evaluation

E-Modules	50%
Class Participation	50%
	100%

Teaching Strategies:

Lectures/Discussions Exercise Activities E-Module Assignments

Homework/Out of Class Time Summary

This coursework requires no Out of Class time.

Classroom Policy

Our goal is to build a respectful learning and work environment that allows for positive communication and teamwork. To promote this all students must abide by academic policies related to attendance, behavior and professional conduct as published in the current institutional catalog

The course syllabus is a general plan for the course; deviations may be necessary and will be announced.

