



COURSE CODE:

Instructor:

[Instructor Name]

Telephone:

[Telephone]

E-Mail:

[email]

Office Hours:

[Office Hours]

Start Date:

[Start Date]

Completion Date:

Course Contact Hours: 24

Course Length: 6 sessions

Lecture: ??

Laboratory: ??

E-Module: ??

Course Description

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 perception about the organization.

Students who complete this course will have been exposed to skills, concepts, and techniques of interfacing with customers who require IT support. The interaction can be over the phone, online chat, or in person. Students passing this course would have demonstrated how to:

- o Respond to initial requests via several mediums
- o Record the request, complaint, or need in a logging system
- o Communicate effectively
- o Apply information tools and resources

Main Topics:

- Defining Customer Support
- Identifying Customer Needs
- Recording Information
- Managing Your Work
- Working with Service Level Agreements

Student Required Resources

Email Account

E-Modules

Textbook

None

Material

None

COURSE OUTLINE

Lecture Topic	In-Class Activity/Lab Assignment	Out-Class Activity/Discussion Board/ E-Module/Homework
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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.

- * 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.

Topics:	#	Module One Outline	Hrs.	
<ul style="list-style-type: none"> • Delivering Excellence 	1	Lecture	.75	All course material will be provided to the students for review. This module will be a total of 4 classroom hours of instruction.
	2	Application	.5	
	3	In-class Video	.5	
	4	Exercises	2	
	5	Review/Quiz	.25	

Module Two Objectives:

In this module, the students will be exposed to concepts of focusing on the customer, Service Level Agreements, and different types of customers. This module will tie together the concepts of viewing customers as groups of people with common goals and support needs, and as individuals with unique support needs.

- * Deliver excellent customer service.
- * Acquire tools to provide quality customer service and make lasting impressions.
- * Discover techniques to increase customer satisfaction.

Topics:	#	Module Two Outline	Hrs.	
<ul style="list-style-type: none"> • Focus on the Customer • Service Level Agreements 	1	Lecture	.75	All course material will be provided to the students for review. This module will be a total of 4 classroom hours of instruction.
	2	Application	.5	
	3	In-class Video	.5	
	4	Exercises	2	
	5	Review/Quiz	.25	

Module Three Objectives:

In this module, the students will be exposed to the importance of building relationships, solving problems, and ensuring the customer is satisfied with the work performed.

- * Handle complaints so that customers are satisfied.
- * Cope with stress so that you maintain a healthy level of work-related stress.
- * Identify the guidelines for dealing with unreasonable and irate customers.

Topics: <ul style="list-style-type: none"> • Customer Complaints • Managing Stress 	Module Three Outline		All course material will be provided to the students for review. This module will be a total of 4 classroom hours of instruction.	
	1	Lecture		.75
	2	Application		.5
	3	In-class Video		.5
	4	Exercises		2
	5	Review/Quiz		.25

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: <ul style="list-style-type: none"> • Active Listening • Customer's Perspective 	Module Four Outline		All course material will be provided to the students for review. This module will be a total of 4 classroom hours of instruction.	
	#			Hrs.
	1	Lecture		.75
	2	Application		.5
	3	In-class Video		.5
	4	Exercises		2
5	Review/Quiz	.25		

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: <ul style="list-style-type: none"> • Technical Customer Support • Tools for Technical Customer Support 	Module Five Outline		All course material will be provided to the students for review. This module will be a total of 4 classroom hours of instruction.	
	#			Hrs.
	1	Lecture		.75
	2	Application		.5
	3	In-class Video		.5
	4	Exercises		2
5	Review/Quiz	.25		

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 provided to the students for review.
<ul style="list-style-type: none"> • Understanding Technical Support • Delivering Customer Excellence • Focusing on the Customer • Listening to Customers • Handling Customer Complaints • Working with Irate Customers • Managing Stress 	1 2 3	Review Lecture Exercises/Application Assessment	1 2.5 .5	This module will be a total of 4 classroom hours of instruction.

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Grade Point Value

Grade	Percentage	Quality Points
A	95 to 100	4.0
A-	90 to 94	3.7
B+	87 to 89	3.3
B	83 to 86	3.0
B-	80 to 82	2.7
C+	78 to 79	2.5
C	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.