**MT3.802: Customer Service for Technicians**

Linn-Benton Community College – Fall 2019

3 Credit Hours

**Instructor: Ken Dickson-Self** **OFFICE HOURS:**

Office: IA-112ASee Instructor Website for schedule

Email:   dicksok@linnbenton.edu

Instructor website: linnbenton.edu 🡪 Quick Links 🡪 Instructor Websites 🡪 Dickson-Self

**REQUIRED TEXT:** Customer Service for Technicians packet ($8.51 in bookstore)

**COURSE DESCRIPTION**

Effective troubleshooting and fabrication project-design each require communicating with internal and external customers. This course helps technicians create effective troubleshooting and project management methods that incorporate customer service skills coupled to communicating effectively with people from different social and cultural backgrounds. Included are job search skills for obtaining employment in the industry, as well as repair and design options that promote energy efficiency. This course is designed to help students develop outstanding customer service skills in a technical workplace.

**COURSE OUTCOMES**

Upon successful completion of this course, students will be able to:

1. Incorporate customer service and intercultural communications into maintenance and fabrication duties
2. Create their resume, a plan to find work, and a cover letter.
3. Utilize a troubleshooting method appropriate to the student's trade.

**GRADING**

Final Grade Calculation:

|  |  |  |
| --- | --- | --- |
| Letter Grade | Percentage | Performance |
| A | 90-100% | Excellent Work |
| B | 80-89% | Good Work |
| C | 70-79% | Average Work |
| D | 60-69% | Poor Work |
| F | 0-59% | Failing Work |

Final Grade: Determined by the following breakdown:

Homework (weekly) 60%

Customer Service Plan 25%

Resume 5%

Positive participation 10%

100%

**ASSIGNMENTS, LATE WORK AND ATTENDANCE**

All assignments will be done in Moodle and due at midnight on Sundays. Do not email assignments to me. Late assignments lose 10% of possible points for every *portion* of a day they are late. The homework assignments are important to your grade and to your ability to participate in class. Do them early or do a little each day to keep from falling behind.

At the end of the term, if you have more than an 75% average on your homework, you may substitute your average score on the homework assignments for your final project (the Customer Service Plan). If your average is below 75%, you must submit a Customer Service Plan and failure to do so will result in a zero for that assignment. Since the CSP is worth 25% of the grade, anyone wanting to improve their grade is welcome to complete a CSP.

**Attendance is IMPORTANT.** You are allowed one “free” absence through the term. If you miss more than one class, it will negatively affect your final grade by 5% per absence. Being late accounts for ½ of an absence. Similar to many workplaces, any student on time and ready for work in every class meeting will earn a “performance bonus” of 5% at term’s end.

**LBCC EMAIL AND COURSE COMMUNICATIONS**

Email is the primary method of communication for this class. You are responsible for all communications sent to your LBCC email account. You are required to use your LBCC-provided email account for all email communications at the College. You may access your LBCC student email account through [Student Email](http://linnbenton.edu/lbcc-email).

**DISABILITY AND ACCESS STATEMENT**

Students who may need accommodations due to documented disabilities, who have medical information which the instructor should know, or who need special arrangements in an emergency should speak with their instructor during the first week of class. If you believe you may need accommodations but are not yet registered with the Center for Accessibility Resources (CFAR), please visit the [CFAR Website](https://www.linnbenton.edu/current-students/student-support/center-for-accessibility-resources/) for steps on how to apply for services or call 541-917-4789.

**ACADEMIC HONESTY**  
Students are expected to follow [LBCC policies](http://www.linnbenton.edu/faculty-and-staff/administrative-information/policies/board-policies-and-administrative-rules/7000-series-student-services/) regarding academic integrity as articulated in the Students’ Rights Responsibilities and Conduct Policy. Students found to be involved in academic dishonesty will receive an F (failing grade) in this course.

**STATEMENT OF INCLUSION**

To promote academic excellence and learning environments that encourage multiple perspectives and the free exchange of ideas, all courses at LBCC will provide students the opportunity to interact with values, opinions, and/or beliefs different than their own in safe, positive and nurturing learning environments. LBCC is committed to producing culturally literate individuals capable of interacting, collaborating and problem-solving in an ever-changing community and diverse workforce.

**TITLE IX REPORTING POLICY**

If you or another student are the victim of any form of sexual misconduct (including dating/domestic violence, stalking, sexual harassment), or any form of gender discrimination, LBCC can assist you. You can report a violation of our sexual misconduct policy directly to our Title IX Coordinator. You may also report the issue to a faculty member, who is required to notify the Coordinator, or you may make an appointment to speak confidentially to our Advising and Career Center by calling 541-917-4780.

**PUBLIC SAFETY/CAMPUS SECURITY/EMERGENCY RESOURCES**

In an emergency, call 911. Also, call LBCC Campus Security/Public Safety at 541-926-6855 and 541-917-4440.

From any LBCC phone, you may alternatively dial extension 411 or 4440. LBCC has a public safety app available for free. We encourage people to download it to their cell phones. Public Safety also is the home for LBCC's Lost & Found. They provide escorts for safety when needed. Visit them to learn more.

**CHANGES TO THE SYLLABUS**

I reserve the right to change the contents of this syllabus due to unforeseen circumstances. You will be given notice of relevant changes in class or through LBCC e-mail.

**SCHEDULE**

|  |  |  |
| --- | --- | --- |
| **Week** | **Topic of the week** | **Work Due** |
| 1 | Syllabus, troubleshooting and critical thinking |  |
| 2 | Troubleshooting and projects | Homework 1 |
| 3 | Routine work and project management | Homework 2 |
| 4 | Ethics, image and pride | Homework 3 |
| 5 | 5-minute Interviews | Resume, Homework 4 |
| 6 | Culture in technical work | Homework 5 |
| 7\* | Discrimination, stereotypes, CSP | Homework 6 |
| 8 | Customer Service Plan, assertive communication | Homework 7 |
| 9\*\* | Body language, anger management, leadership | Homework 8 |
| 10 | After Action Review |  |
| 11 | Personal CS Plan | Personal CS Plan |

\* No class on Monday, week 7, for Veterans Day

\*\* No class Thursday, week 9, for Thanksgiving

**POSITIVE PARTICIPATION:**

Positive participation includes being on time, working well with others, regular attendance, respecting the rights of others to learn, contributing ideas and opinions, and participating fully in classroom activities.

Be aware that this class will touch on multiple sensitive topics. We’ll discuss culture, religion, politics, sexual harassment, anger, and foundational belief systems. My goal is not to change your mind or beliefs on any specific topic. Instead, we need to understand how these different topics affect us, as technicians, in the work force. It’s not uncommon for our discussions to spark lively debate, and that’s totally okay (colleges exist to provide us with new ideas and information). Please, however, **KEEP ALL OF OUR IN-CLASS CONVERSATIONS PRIVATE**. Students often share personal stories or beliefs in class, and they have every right to expect those conversations never leave the classroom. If you have any questions or doubts, please ask the instructor. You do not have the right to share someone else’s story.

**HOW TO BE SUCCESSFUL IN THIS CLASS**

* Attend ALL class sessions and contribute to discussions and activities
* Be honest. When you’re asked for your ideas or opinions (in the classroom or in homework), it’s okay to be truthful.
* Be ready for honest feedback. You’ll do some writing in this class. If you have trouble communicating ideas clearly, you’ll probably get some feedback. The feedback is meant to help you become a better communicator and thinker.
* Keep up on coursework and turn assignments in on time. Use the writing center, if you need help. Do a little each day to stay ahead. Falling behind in this class snowballs.
* Reflect on assignment questions and find the right answers for YOU.
* Proofread your papers and check your grammar BEFORE submitting. All technicians must be able to communicate verbally (the words you use and tone of voice), in writing, and using body language in order to be successful in the workplace. This class is intentionally designed for you to practice these skills in an academic environment.
* Challenge yourself. If confused or concerned, ask questions!