

Class Syllabus

BOSS 3501 Customer Service Skills

INSTRUCTOR: Jamiel Lemley – Email: jlemley@ccsf.edu
Web Site fog.ccsf.edu/~jlemley
COURSE TITLE: Customer Service Skills
CRN: 45728
SUBJ: BOSS
CRSE#: 3501
DAYS: MTWR
TIME: 8:00 AM – 10:30 AM
DATES: April 28, 2011 – May 9, 2011 (6 Class meetings)

COURSE GRADING

40% - Participation
40% - Class Exercises and Quizzes
10% - Midterm Exam/Exercise
10% - Final Exam/Exercise

Regarding Absence and Missed Assignments

Let your instructor (Jamiel Lemley) know if you will be absent from class by email (jlemley@ccsf.edu) or telephone 415-561-1900 or 415-561-1991 for *any illness* (leave a message and instructions on how to contact you). I will provide you with the assignment(s) you need to do during or after your absence and we will discuss and determine the amount of time that will be allowed for you to complete the assignments. Do not take advantage of this system.

For *all other absences* let your instructor know *ahead of time* in person, by email, or telephone. Find out from your instructor what you should study and what assignments you should complete.

I will often give additional exercises that are not included in your text book to challenge skills you have been taught. I would suggest that you find a study partner/friend to ask questions on what in class exercises you may have missed during an absence and study the appropriate chapter(s) in your text book.

For students who register late and are accepted into the class, I expect you to complete all previous exercises that you may have missed before joining the class. I would suggest that you find a study partner/friend to ask questions on what in class exercises you may have missed during an absence and study the appropriate chapter(s) in your text book.

For each day absent you will be allowed one day to do the work you missed. For example:

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1. If you are absent on Monday and return to class on Tuesday, you have Wednesday to complete the missed assignment(s) and turn them into you instructor (in person, or by email) to receive full credit for your work.
2. If you are absent on Monday and Tuesday and return to class on Wednesday, you have Thursday and Friday to complete the missed assignment(s) and turn them into you instructor (in person, or by email) to receive full credit for your work.
3. If you are absent on Thursday (and your class meets on MTWR) and return to CCSF for other classes on Friday, talk to your instructor on Monday, you will have Tuesday to complete the missed assignment(s) and turn them into you instructor (in person, or by email) to receive full credit for your work.
4. **You will not receive full credit for your missed assignment(s) if they are late (an A will become a B, a B will become a C, etc.).**
5. Be proactive talk to your instructor, communication is very important. Save your work frequently. Learn to use email and attach you assignment(s) to your email, then send the email with the attachment to your instructor. **Forgetting to attach the assignment(s) is not an acceptable excuse for your instructor not receiving your work timely.**

SPECIFIC COURSE OBJECTIVES

This course is designed to provide a look at the business skills, soft skills and self-management skills people need to provide effective customer service and support in a technical environment. Designed to be “how to” oriented, the course uses lectures and exercises to provide students specific techniques they can use to acquire and demonstrate business skills, soft skills, and self-management skills. The course also describes the “bigger picture” benefits of acquiring and demonstrating those skills.

In this course students will learn topics which include:

- The Role of the Help Desk
- Customer Expectation
- Soft Skills
- Career in Customer Support
- Listening and Communicating
- Handling Telephone Calls
- Technical Writing
- Handling Difficult Customers
- Solving and Preventing Problems
- Self Management Skills
- Being Part of a Team
- Minimizing Stress
- Avoiding Burnout
- Effectively Managing Your Time

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Textbook Recommended for Course:

Title: *A Guide to Customer Service Skills for the Help Desk Professional*, Second Edition
Author: Donna Knapp
Publisher: Course Technology, ©2005
ISBN: 0-619-21641-7

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Rules of Student Conduct

Disciplinary sanctions for the below listed offenses shall include, but are not limited to, warning; verbal and/or written reprimand; a failing grade in an assignment, test, or class in proven cases of cheating or plagiarism or other academic dishonesty; disciplinary probation; ineligibility to participate in extra-curricular activities; removal from class by the instructor for no more than two class meetings; removal from an instructional laboratory, study facility, or other supervised student activity by the designated site supervisor for no more than two class sessions or meetings; suspension from classes by the Chancellor (or designee) for up to the remainder of the school term or from all classes and activities of the District for one or more terms; and expulsion.

1. Continued disruptive behavior, continued willful noncompliance, willful and persistent profanity or vulgarity, or the open and/or persistent defiance of the authority of, or persistent abuse of, District personnel or officials acting in the performance of their duties;

2. Assault or battery, abuse, extortion, or any threat of force or violence directed toward any member of the District community (student and employees) or District visitor engaged in authorized activities;

3. Academic or intellectual dishonesty, such as cheating or plagiarism. Cheating is defined as taking an examination or performing an assigned, evaluated task in a dishonest way, such as by having improper access to answers. Plagiarism is defined as the unauthorized use of the language and thought of another author and representing them as your own;

4. Dishonesty, such as theft or the unlawful taking of property from the rightful owner, or knowingly furnishing false information to the District, or forgery, alteration, or misuse of District documents, records, or identification;

5. Willful misconduct which result in injury or death to a student or District personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the District; or injury to property belonging to a member of the District community or to an authorized District visitor while on District property;

6. Unauthorized entry to or use of District facilities, supplies, equipment, including computing networking or information resources;

7. Obstruction or disruption of classes, computer laboratories or study facilities such as the Library or the Learning Assistance Center, student activities,

administration, disciplinary procedures, governance processes, or other authorized District activities;

8. The use, sale, distribution or possession of, or presence on campus while under the influence of alcoholic beverages, narcotics, or other dangerous or hallucinogenic drugs or substances including marijuana and lysergic acid diethylamide (LSD) or any controlled substance (except as expressly permitted by law and evidenced by medical authorization) or use, sale, distribution of any poison classified as such by Schedule D in Section 4160 of the Business and Professions Code;

9. Willful or persistent smoking in any area where smoking has been prohibited;

10. Violation of District rules and regulations including those concerning student organizations, the use of college facilities, or the time, place and manner of public expression or distribution of materials;

11. Violation of the District's Sexual Harassment Policy (see appropriate sections of the CCSF Catalog for a complete version of the Policy);

12. Violation of the District's Computer Usage Policy (see appropriate sections of the CCSF Catalog for a complete version of the Policy);

13. Disorderly, lewd, indecent, obscene, or offensive conduct or expression which interferes with the District's primary educational responsibility;

14. Possession while on District property or at any District sponsored function, of any of the following weapons (except for persons given permission by the Chancellor or designee as members of law enforcement operations); any instrument or weapon of the kind commonly known as black-jack, fire bomb,

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billy club, sandclub, metal knuckles; any dirk, dagger, or knife having a blade longer than two inches; any switchblade longer than two inches, any razor with an unguarded blade; any firearm (loaded or unloaded) such as a pistol, revolver, rifle, automatic or semi-automatic weapon; any metal pipe or bar used or intended to be used as a club; or any other item, such as a chain, used as threat to do bodily harm;

15. Failure to comply with directions of District officials, faculty, staff or campus police officers who are acting in performance of their duties;

16. Persistent, serious misconduct where other means of correction have failed to bring about proper conduct.

Suspension or expulsion of a student shall be accompanied by a hearing to determine if good cause warrants such suspension or expulsion. Good cause shall include, but is not limited to, conduct identified above as prohibited.

Procedures for implementation of these rules shall be adopted by the Chancellor or designee.

San Francisco Community College District Policy Title: Rules of Student Conduct; Number: 6.11; Approved by District Board of Trustees Date: 01.10.84; Legal Authority; California Education Code Sections 66017, 66300, 69810 et seq., 76030 et seq., 76233 and 76234. Student conduct in the San Francisco Community College District must conform to District rules and regulations.

Types of Student Discipline

Warning: Notice to the student that continuation or repetition of specified conduct may be cause for other disciplinary action (May be written or oral notice).

Reprimand: Written reprimand for violation of specified regulations or misconduct. A reprimand places on record that a student has violated college regulations. A student receiving a reprimand is notified that continued violations may result in formal disciplinary action.

Restitution: Reimbursement by the student for damage to or misappropriation of property. Reimbursement may take the form of appropriate service by the student to repair property or otherwise to compensate for damage.

Disciplinary Probation: Specific period of conditional participation in campus and academic affairs, which may involve exclusion from designated privileges or extracurricular activities. If a subject violated any condition of probation, he/she shall be subject to further disciplinary action to be taken in accordance with these procedures.

Removal: Should be exercised when warning or reprimand fails to bring about proper conduct. Removal may be immediate if student presents a present danger. Instructor may remove a student for cause from class for the day of the class and the next class meeting for a maximum of two class meetings.

Suspension: Suspension from classes for up to the remainder of the school term or from all classes and activities of the College for one or more terms. Suspension is the termination of student status for that period of time.

Expulsion: Termination of student status, for an indefinite period of time, requires the approval of the Governing Board. The student may be readmitted to City College only with the specific approval of the Governing Board.

Suspension or expulsion of a student shall be accompanied by a hearing to determine if good cause warrants such suspension or expulsion. Good cause shall include, but is no limited to, conduct identified as prohibited.

Due Process

A student has a right to due process. The Office of the Dean of Student Advocacy, Rights & Responsibilities has the responsibility to assure the implementation of due process.

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