

Louisiana Delta Community College

Academic Affairs Master Syllabus

Course Name: Customer Service for Business Professionals

Course Number: BUSN 130

Lecture hours: 3 **Lab Hours:** 0 **Credit Hours:** 3

Textbook, Author, and Publisher: To be provided by College Campus

Instructor Information: To be provided by College Campus

Class Location: To be provided by College Campus

Course Description:

This course is designed to provide students with training and practice in providing the highest level of customer service for both external and internal customers. This course will provide students with a foundation of knowledge regarding customer service that will prepare them to sit for the National Retail Federation Customer Service Exam.

Prerequisites: None

Co-requisites: None

Learning Outcomes:

On completion of this course, the student will be able to:

1. Relate the importance of Customer Service inside and outside retail industries.
2. Demonstrate the ability to analyze customers' spoken and unspoken needs through the use of effective communication strategies for listening, speaking, and observing customers.
3. Utilize the interpersonal skills to assist customer and work cooperatively with others.
4. Demonstrate communication skills that when practiced will develop customer relationships to strengthen customer loyalty;
5. Solve difficult situation involving customers and coworkers.
6. Model appropriate customer service skills in the community and workplace.
7. Take the NRF Certification Exam.

Assessment Measures: To be provided by College Campus

Library Resource Center:

The Delta Library and Learning Resource Center is committed to providing quality information and learning resources and services, including technology, in supporting the overall mission of Delta Community College and its commitment to lifelong learning.

Special Accommodations:

Louisiana Delta Community College complies with Section 504 of the Rehabilitation Act, as well as the Americans with Disabilities Act. Students with disabilities who attend the Monroe campus may make a request by contacting the Director of Counseling and Disability Services (See College Directory for contact information.) at the beginning of each semester. Reasonable accommodations will be attempted for students with documented disabilities. If an impairment is identified later in the semester, a non-retroactive accommodation plan will be developed. Students at satellite campuses should contact the Coordinator of Student Affairs at their particular campus.

Title IX:

Louisiana Delta Community College is committed to protecting the rights of students, which includes compliance with Title IX requirements. As such, the institution and members of our community will not tolerate the offenses of dating violence, domestic violence, sexual assault, and stalking. Students with Title IX concerns should contact the College's Title IX Coordinator (See College Directory for contact information.) Students are required to complete Sexual Assault Awareness and Prevention Online Training. Access to this online course will be sent out through the Delta email account.

Student Code of Conduct:

Louisiana Delta Community College encourages an environment of academic integrity and mutual respect. Students should read and follow both academic and behavioral expectations identified in the Code of Student Conduct that can be found online at www.ladelta.edu. Students are expected to act with integrity, respect the rights of others, and conduct themselves in a professional manner. The Honor Code prohibits academic misconduct such as cheating, engaging in unauthorized collaboration, and plagiarism. Violations of the Code of Student Conduct may result in disciplinary action as provided in the Code. Incidents are reported through the online Student Conduct system.