# SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

# **SAULT STE. MARIE, ONTARIO**



### **COURSE OUTLINE**

COURSE TITLE: Communications & Customer Support II

**CODE NO.:** PTC 810 **SEMESTER**: THREE

**PROGRAM:** Parts Technician

**AUTHOR:** Jamie Schmidt

DATE: Sept 2010 PREVIOUS OUTLINE DATED: Sept

2008

**APPROVED:** 

"Corey Meunier"
CHAIR

DATE

TOTAL CREDITS:

PREREQUISITE(S):

HOURS/WEEK:

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#### I. COURSE DESCRIPTION:

Communications & Customer Support 2 is an online course consisting of three topic modules.

After successfully completing the modules, the learner is in a position to:

- Demonstrate knowledge of maintaining a healthy organizational climate in the company.
- Demonstrate knowledge of evaluating customer needs.
- Demonstrate knowledge of efficient telephone techniques.

#### II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

# 1. Demonstrate knowledge of maintaining a healthy organizational climate in the company.

Potential Elements of the Performance:

- Display the correct method of evaluating customer needs when dealing with customers (either internal or external) at a sales counter.
- Describe the customer's needs and the parts needed for a particular repair.
- Provide related information.

#### 2. Demonstrate knowledge of evaluating customer needs.

Potential Elements of the Performance:

• Understand the principles of a healthy climate in the company.

#### 3. Demonstrate knowledge of efficient telephone techniques.

Potential Elements of the Performance:

- Demonstrate his efficient use of the telephone.
- Demonstrate telephone techniques.

#### III. TOPICS:

- 1. EVALUATION OF CUSTOMER NEEDS AND REQUIRED PARTS
- 2. ORGANIZATIONAL CLIMATE
- 3. EFFECTIVE TELEPHONE OPERATION & TECHNIQUES

## IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

# V. EVALUATION PROCESS/GRADING SYSTEM:

Online assignments 100%

The following semester grades will be assigned to students:

	<b>-</b>	Grade Point
Grade	<u>Definition</u>	Equivalent
A+	90 – 100%	4.00
Α	80 – 89%	4.00
В	70 - 79%	3.00
С	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical	
	placement or non-graded subject area.	
U	Unsatisfactory achievement in	
	field/clinical placement or non-graded	
	subject area.	
X	A temporary grade limited to situations	
	with extenuating circumstances giving a	
	student additional time to complete the	
	requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course	
	without academic penalty.	
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## VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.