SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



COURSE OUTLINE

COURSE TITLE: Communications & Customer Support II

CODE NO.: PTC810 SEMESTER: TWO

PROGRAM: Parts Technician Advanced

AUTHOR: Jamie Schmidt/Derek Cashmore

DATE: September PREVIOUS OUTLINE September

2011 **DATED**: 2010

APPROVED: "Corey Meunier"

CHAIR DATE

TOTAL CREDITS: FIVE

PREREQUISITE(S): PTC610 – Communications & Customer Support I

HOURS/WEEK:

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(705) 759-2554, Ext. 2610

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:

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

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Computer Access

V. EVALUATION PROCESS/GRADING SYSTEM:

Online assignments 100%

The following semester grades will be assigned to students:

	5 (1.4)	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.	
Χ	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.	

VI. SPECIAL NOTES:

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

PTC810

VII. COURSE OUTLINE ADDENDUM:

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