



**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:**

Computer Access

**V. EVALUATION PROCESS/GRADING SYSTEM:****Online assignments 100%**

The following semester grades will be assigned to students:

<b>Grade</b>	<b><u>Definition</u></b>	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
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W	Student has withdrawn from the course without academic penalty.	

**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.

**VII. COURSE OUTLINE ADDENDUM:**

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