
SECTION HEADING

ADSA 1141: Customer Service for the Office Professional

Description

Customer Service for the Office Professional covers the basic skills necessary to work effectively with customers. Basic customer service communication skills including telephone, technology, and writing are covered. Also included are customer retention, motivation, leadership and problem solving strategies.

Credits

2

Prerequisite

None

Corequisite

None

Topics to be Covered

1. Customer satisfaction, defined
2. Customer service challenges
3. Problem solving processes and strategies
4. Communication skills
5. Methods of communication
6. Challenging customers
7. Self-concept and motivation
8. Teamwork
9. Leadership
10. Customer retention
11. Technology and customer service

Learning Outcomes

1. Define customer satisfaction
2. Develop an awareness of Customer service challenges
3. Apply problem solving strategies
4. Engage communication skills to interact with customer behaviors
5. Identify challenging customers and methods for achieving customer satisfaction
6. List common motivating factors
7. Incorporate teamwork skills in customer service delivery
8. List characteristics of effective leaders
9. Define customer retention and list methods for retaining customers
10. Apply technology to elements of customer service
11. Tailor customer service to the global world

Credit Details

Lecture: 2

Lab: 0

OJT: 0

MnTC Goal Area(s): None