
SECTION HEADING

CST 2310: Information Technology Customer Service

Description

Information Technology Customer Service covers the basic skills needed to work effectively with customers face-to-face, online or at a help desk. Basic communication, listening, telephone, writing, and problem-solving skills in the field of technology are developed.

Credits

2

Topics to be Covered

1. Achieving High Customer Satisfaction
2. Developing strong listening and communication skills
3. Handling difficult customer situations
4. Solving and preventing problems
5. Teams and team players
6. Minimizing stress and avoiding burnout
7. Job seeking and keeping

Learning Outcomes

1. Determine communication styles
2. Resolve customer issues
3. Develop communication skills
4. Prepare a resume for a technology career
5. Explain the proper etiquette for seeking and keeping a job

Credit Details

Lecture: 2

Lab: 0

OJT: 0