

# BIS 1400: Customer Service

## Credit Type – Proficiency



<b>Course Description and Learning Outcomes:</b>
<a href="https://www.sinclair.edu/course/params/subject/BIS/courseNo/1400/">https://www.sinclair.edu/course/params/subject/BIS/courseNo/1400/</a>
<b>Faculty Pathway Specialist(s)</b> (Please include name, email and office hours):
Cheryl Reindl-Johnson (please contact <a href="mailto:cheryl.reindl-johnso@sinclair.edu">cheryl.reindl-johnso@sinclair.edu</a> for availability )
<b>Resources Needed to Offer Course</b> (software, equipment, books [include ISBN and edition], etc. – please include any associated costs):
Lucas, R., (2017) Customer Service Skills for Success, New York: McGraw-Hill/Irwin
Students do need access to a computer and high speed internet.
<b>What is the ideal format for course delivery – in person, online or blended? To what extent could this course be offered online if necessary?</b>
The course can be taught fully online, as no face-to-face meetings are required.
<b>How is the final grade for the course determined?</b> (Please list all required assignments, assessments, etc.)
The final grade for the course is determined by 8-10 quizzes, 10 discussion forums, Mystery Shop project and paper and a comprehensive final exam.
<b>Who is responsible for grading the required assignments and/or assessments?</b> (faculty or instructor?)
The high school instructor is responsible for grading all assignments.
<b>What is the grading scale for the course?</b>
Standard Sinclair grading scale is used for this course: A-90-100, B-80-89, C-70-79, D-60-69, F below 60.
<b>Must students access the e-Learn shell regularly to complete requirements?</b>
Use of e-Learn to access content, assignments- including discussion forums, and grading is required. High school instructor will submit grades through e-Learn as well.
<b>Does the course require access to YouTube, Google Drive, etc.?</b>
N/A
<b>Additional course details or requirements important for instructors not covered above:</b>
N/A
<b>Most common (or popular) degrees this course is in?</b>
See next page.

## Program Impact Report

Start Date



End Date



Department



Program Code

Program Name

☐ BIS-1400 Customer Service

AGR.S.AAS

Agricultural Sciences

AGR.S.CRT

Agricultural Technology

BFS.S.CRT

Business Foundations Specialist

BUIP.S.CRT

Business Information Systems/Information Processing

BUMS.S.CRT

Business Information Systems/Medical Office Specialist

CC.S.STC

Call Center/Customer Service

CM.S.CRT

Culinary Management

CSS.S.CRT

Community and Social Service Specialist

CST.S.STC

Customer Service Technician

CUS.S.STC

Customer Service Specialist

ENTR.S.AAS

Business Management/Entrepreneurship

GUS.S.CRT

Global User Support Technician

RMG.S.CRT

Retail Manager

SMC.S.CRT

Supply Chain Manager

SUP.S.CRT

Computer Support Technician

SWS.S.CRT

Social Work Specialist

UST.S.STC

User Support Technician

WFR.S.STC

Workforce Readiness

WUT.S.CRT

Water Utility Technician