BIS 1400: Customer Service Credit Type – **Proficiency**



Course Description and Learning Outcomes:

https://www.sinclair.edu/course/params/subject/BIS/courseNo/1400/

Faculty Pathway Specialist(s) (Please include name, email and office hours):

Cheryl Reindl-Johnson (please contact cheryl.reindl-johnso@sinclair.edu for availability)

Resources Needed to Offer Course (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.

What is the ideal format for course delivery – in person, online or blended? To what extent could this course be offered online if necessary?

The course can be taught fully online, as no face-to-face meetings are required.

How is the final grade for the course determined? (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.

Who is responsible for grading the required assignments and/or assessments? (faculty or instructor?)

The high school instructor is responsible for grading all assignments.

What is the grading scale for the course?

Standard Sinclair grading scale is used for this course: A-90-100, B-80-89, C-70-79, D-60-69, F below 60.

Must students access the e-Learn shell regularly to complete requirements?

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.

Does the course require access to YouTube, Google Drive, etc.?

N/A

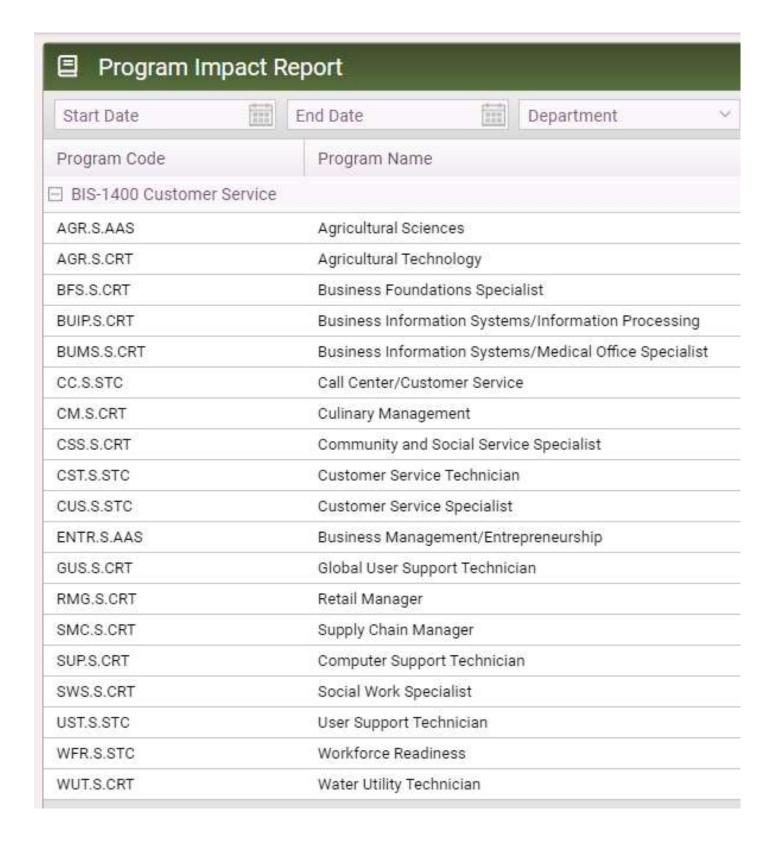
Additional course details or requirements important for instructors not covered above:

N/A

Most common (or popular) degrees this course is in?

See next page.

23-24 AY 1



23-24 AY 2