

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):
Jennifer Romero (please contact jennifer.romero@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.
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.

