

CUSTOMER SERVICE (90 Hours)

Course No.: 78-35-50

COMPETENCY CHECKLIST

Student Name _____

Teacher Name _____ School Site _____

Start Date _____ Completion Date _____ Certificate Date _____

Teacher Signature _____ Student Signature _____

(Signature verifies completion of course competencies)

A. **ORIENTATION AND SAFETY** (2 hrs)

- _____ 1. Scope and purpose of course
- _____ 2. Course content as part of Linked Learning
- _____ 3. Classroom policies and procedures
- _____ 4. Prioritizing work
- _____ 5. Class & work first aid/emergency procedures
- _____ 6. Occupations in industry
- _____ 7. Jobs available for women in field
- _____ 8. Purpose of Cal/OSHA and its laws
- _____ 9. Software copyright laws
- _____ 10. Ergonomics as it applies to customer service
- _____ 11. Ergonomic practices in organizing workspace
- _____ 12. Preventive measures for repetitive injuries
- _____ 13. Demo correct scanning/cashiering posture
- _____ 14. Benefits of periodic breaks to stretch/relax
- _____ 15. Demo listed stretches
- _____ 16. Pass safety test with 100% accuracy

B. **BUSINESS MATH** (5 hrs)

- _____ 1. Reading/writing numbers in words & figures
- _____ 2. Rounding off whole numbers
- _____ 3. Adding whole numbers to find the sum
- _____ 4. Subtracting numbers to find difference
- _____ 5. Solving word problems
- _____ 6. Procedures for rounding off decimals
- _____ 7. Learn numeric keyboard on calculator/apply
- _____ 8. Money problems w/add, subtract & decimals
- _____ 9. Multiply whole numbers to find product
- _____ 10. Dividing whole numbers to find quotient
- _____ 11. Multiply/divide numbers w/decimals
- _____ 12. Multiply/divide w/calculator
- _____ 13. Multiply/divide decimal & money problems
- _____ 14. Multiplication & division word problems
- _____ 15. Parts of a fraction
- _____ 16. Different types of fractions
- _____ 17. Improper fractions to whole /mixed numbers

- _____ 18. Reduce common fractions to lowest terms.
- _____ 19. Solve fraction word problems
- _____ 20. Conversion of percents to decimals
- _____ 21. Conversion of decimals to percents
- _____ 22. Conversion of common fractions to percents
- _____ 23. Conversion of percents to common fractions
- _____ 24. Find percentage when given the rate & base
- _____ 25. Find rate when given the percentage & base
- _____ 26. Find base when given the percentage & rate
- _____ 27. Calculate percentage of increase & decrease
- _____ 28. Distinguish increase and decrease problems
- _____ 29. Percentage distribution problems
- _____ 30. Solve percentage word problems
- _____ 31. Estimating reasonable answers before solving
- _____ 32. Retrieve info from tables to solve problems
- _____ 33. Cash report: counting coins and currency
- _____ 34. Identify withholding tax from income tax table
- _____ 35. Solve measurement and table word problems
- _____ 36. Interpret data from types of graphs
- _____ 37. Mean/median/mode
- _____ 38. Solve word problems relating to graphs
- _____ 39. Solve problems in pricing differences

C. **COMMUNICATION SKILLS** (10 hrs)

- _____ 1. Communication
- _____ 2. Stages of communication process
- _____ 3. Removing barriers in communication
- _____ 4. Active listening thru oral/written feedback
- _____ 5. Proper etiquette in workplace communications
- _____ 6. Chain of command in workplace
- _____ 7. Standard grammar in verbal communication
- _____ 8. Public perception of business by phone calls
- _____ 9. Demo answering a business telephone
- _____ 10. Read and follow written instructions
- _____ 11. Demo listed communication strategies
- _____ 12. Demo effective strategies w/end goals

D. CRITICAL THINKING SKILLS (5 hrs)

- _____ 1. Steps in defining/clarifying issues/problems
- _____ 2. Importance of listed attributes
- _____ 3. Determining adequacy of info
- _____ 4. Demo listed affective techniques
- _____ 5. Macro-cognitive techniques
- _____ 6. Micro-cognitive techniques
- _____ 7. Demo examples of critical thinking skills

E. WORK STYLES (3 hrs)

- _____ 1. Workplace personality types
- _____ 2. Traits of work styles
- _____ 3. Work style conducive to productive work
- _____ 4. Work style detrimental to productive work
- _____ 5. Personal work style through self-appraisal
- _____ 6. Strategies to maximize effective habits
- _____ 7. Self-appraisal: traits conducive to career
- _____ 8. Work style and personal habits of others

F. FUNDAMENTALS OF CUSTOMER SERVICE (25 hrs)

- _____ 1. Define listed terms related to topic
- _____ 2. Identify/describe customer service needs
- _____ 3. Greeting /listening/evaluating techniques
- _____ 4. Demo listed customer service strategies
- _____ 5. Role-play ten listed scenarios/messages
- _____ 6. Reasons for saying no to a customer
- _____ 7. Hard no vs. service no
- _____ 8. How rep demos listed strategies

G. CROSS-SELLING (10 hrs)

- _____ 1. Define cross-selling
- _____ 2. Cross-selling techniques
- _____ 3. How rep demos cross-selling strategies

H. UPSELLING (10 hrs)

- _____ 1. Define up selling
- _____ 2. Up selling techniques
- _____ 3. How rep demos up-selling strategies

I. HANDLING IRATE CUSTOMERS (10 hrs)

- _____ 1. Strategies for dealing with irate customer
- _____ 2. Manifestations of degrees of anger
- _____ 3. Strategies used to deal with types of anger
- _____ 4. Situations/dealing with irate customer
- _____ 5. Role play for effective strategies
- _____ 6. How rep demos listed service situations

J. EMPLOYABILITY SKILLS (5 hrs)

- _____ 1. Employer requirements in employee
- _____ 2. Identify potential employers
- _____ 3. Role of social networking in job search
- _____ 4. Design sample resumes and cover letters

- _____ 5. Importance of filling out a job application
- _____ 6. Complete sample job application forms
- _____ 7. Enthusiasm on a job
- _____ 8. Appearance on a job
- _____ 9. Appropriate interviewing techniques
- _____ 10. Video tape and critique a mock interview
- _____ 11. Resources for successful interview
- _____ 12. Design sample follow-up letters
- _____ 13. Appropriate follow-up procedures

K. SUSTAINING EMPLOYMENT (5 hrs)

- _____ 1. Personal skills to sustain employment
- _____ 2. Interpersonal skills in workplace
- _____ 3. Thinking/problem solving in workplace
- _____ 4. Worksite employment issues