

Clackamas Community College
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Section #1 General Course Information

Department: Automotive

Submitter

First Name: David

Last Name: Bradley

Phone: 3051

Email: bradley

Course Prefix and Number: TTL - 141

Credits: 3

Contact hours

Lecture (# of hours): 30

Lec/lab (# of hours):

Lab (# of hours):

Total course hours: 30

For each credit, the student will be expected to spend, on average, 3 hours per week in combination of in-class and out-of-class activity.

Course Title: Transportation Customer Service Skills

Course Description:

Focuses on building necessary skills necessary for outstanding customer service, including effective listening, conflict resolution, and communication. Identify internal and external customers, learn how to handle potentially unproductive interactions, and create positive experiences for all customers.

Type of Course: Career Technical Preparatory

Is this class challengeable?

Yes

Can this course be repeated for credit in a degree?

No

Is general education certification being sought at this time?

No

Does this course map to any general education outcome(s)?

No

Is this course part of an AAS or related certificate of completion?

Yes

Name of degree(s) and/or certificate(s): Professional Truck Driver Certificate

Are there prerequisites to this course?

No

Are there corequisites to this course?

No

Are there any requirements or recommendations for students taken this course?

No

Are there similar courses existing in other programs or disciplines at CCC?

No

Will this class use library resources?

Yes

Have you talked with a librarian regarding that impact?

No

Is there any other potential impact on another department?

No

Does this course belong on the Related Instruction list?

No

GRADING METHOD:

A-F or Pass/No Pass

Audit: Yes

When do you plan to offer this course?

✓ Spring

Is this course equivalent to another?

If yes, they must have the same description and outcomes.

No

Will this course appear in the college catalog?

Yes

Will this course appear in the schedule?

Yes

Student Learning Outcomes:

Upon successful completion of this course, students should be able to:

1. interact tactfully with customers, general public, and company;
2. demonstrate effective and appropriate conversation with customers and company personnel,
3. describe the safe use of on-board communication devices,
4. ask effective questions, including clarifying questions;
5. use conflict resolution techniques to help resolve issues with others,
6. employ fatigue-reducing strategies,
7. use stress-reducing techniques.

This course does not include assessable General Education outcomes.

Major Topic Outline:

1. Customer Service.
2. Listening.
3. Public Relations.
4. Conflict Resolution.
5. Communication Devices.

Does the content of this class relate to job skills in any of the following areas:

- | | |
|--------------------------------------|-----------|
| 1. Increased energy efficiency | No |
| 2. Produce renewable energy | No |
| 3. Prevent environmental degradation | No |
| 4. Clean up natural environment | No |
| 5. Supports green services | No |

Percent of course: 0%

First term to be offered:

Next available term after approval

:
