

Laney College
Vocational Training Department

Course Name:	Customer Service for the Skilled Trades
Course Number/Code:	E/ET 227-L1, LEC
Class Meeting Days/Times:	Thursday 1pm to 2:50pm, Room B-153
Suggested Preparation:	Prior or concurrent coursework in any of the “Green Energy”, electrical, energy efficiency, HVAC courses or other skilled trade’s courses.
Course Description:	Introduction to basic concepts of Customer Service as applied to the skilled trades: installers, designers, estimators, and sales persons. Learn how to create a rapport with the client, recognize and respond to the clients needs, and go beyond the clients expectations using role-playing and in-class participation exercises.
Student Learning Outcome:	Demonstrate understanding of key customer serviced concepts. Assess personal strengths and weaknesses. Foster good face to face and telephone service. Respond and relate to different customer personalities. Deal effectively with angry or abusive customers.
Instructor:	Steve Weldon
Email:	stweldon@peralta.edu
Office Location & Phone	Room B122; (510) 464-3283
Office Hours:	Monday through Thursday, 2pm until 3:00pm
Required Textbook	No textbook required, all exercise handouts supplied by the instructor at the beginning of the semester
Required Supplies:	3-ring binder for storing handouts, lined notepaper and pen & pencil.
Grading Policy:	Class participation -100% of grade
Attendance Policy:	Students absent four class days will have their overall course grade reduced a grade level. Class begins promptly 5 minutes after the given time and instructions will be given only once. If tardiness becomes a problem the door will be locked.
Withdrawal:	1. It is the responsibility of the student to withdraw (drop) from a class to receive a refund. 2. A student who quits attending after the designated period will receive a letter grade (an “F”) on their permanent record.

Attend every class session and enthusiastically and energetically participate in all exercises. Class starts on January 21, Class ends on may 21. Good Fortune!