

Minnesota State College Southeast

ADMS 2432: Customer Service Field Experience

A. COURSE DESCRIPTION

Credits: 2

Lecture Hours/Week: *.*

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course is designed to provide the student with a purposeful and exploratory observation/shadow experience in the field of customer service. Each student will collaborate with his/her academic advisor to determine a site to enhance educational/career objectives through a practical observation/shadow experience in a customer service-related profession. Reflection papers written by the student will supplement each specific observation/shadow experience. (Prerequisite: Instructor/advisor approval) (2 credits: 0 lecture/0 lab/2 OJT)

B. COURSE EFFECTIVE DATES: 06/23/2016 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Explore customer service career fields
2. Observe the real-world environment to enhance good work habits, ethics, and personal conduct required of the customer service profession

D. LEARNING OUTCOMES (General)

1. Conform to specific field experience requirements
2. Present a professional appearance
3. Practice regular and expected attendance with field experience site
4. Adhere to occupational standards of field site
5. Be dependable and punctual when attending field site
6. Demonstrate appropriate customer service skills when necessary
7. Show willingness to adjust to changes; be flexible and friendly at field site
8. Demonstrate collaborative, positive attitude
9. Write appropriate reflection papers on assigned topics

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

Student must contact his/her academic advisor two months prior to beginning the field experience so that a specific site can be determined/arranged