

# Customer Service CRN 32557

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Office Hours: TBD or by Appointment on Zoom at <https://linnbenton.zoom.us/j/94505622864>

Classes will be Wednesdays from 2 – 4:50 pm. Check week to see if it's in person or on zoom.

**Zoom class link:** <https://linnbenton.zoom.us/j/92830025846>

## Course Description:

This course is designed to teach you the operation and practices of good repair facilities. We will discuss shop management, customer “processing” and customer service as seen through the eyes of the service advisor. This course will be based on lecture, guest speakers and class participation.

## Grading:

50% Guest Speakers

10% Attendance (Professional Work habits)

20% Mid Term (Interview & Resume)

20% Final

## Letter grades:

A – 90-100 B – 80-89 C- 70-79 D-60-69 F- 59 & below

An “incomplete” grade can be issued for a student missing more than 30% of the work assigned. Anyone wanting this needs to speak with the instructor for approval and to fill out proper LBCC paperwork.

## College Policies Disabilities services and emergency planning:

Students who may need accommodations due to documented disabilities, which have medical information which the instructor should know, or who need special arrangements in an emergency should speak with their instructor during the first week of class. If you believe you may need accommodations but are not yet registered with the Center for Accessibility Resources (CFAR), please visit the CFAR Website for steps on how to apply for services or call 541-917-4789. LBCC Comprehensive Statement of Nondiscrimination LBCC prohibits unlawful discrimination based on race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, gender, gender identity, marital status, disability, veteran status, age, or any other status protected under applicable federal, state, or local laws. For further information see Board Policy P1015 in our Board Policies and Administrative Rules. Title II, IX, & Section 504: Scott Rolen, CC-108, 541-917-4425; Lynne Cox, T-107B, 541- 917-4806, LBCC, Albany, Oregon. To report: [linnbentonadvocate.symplicity.com/public](http://linnbentonadvocate.symplicity.com/public) report. Know your rights and responsibilities LBCC students have rights: the right to free speech, the right to assemble, the right of a free press, etc. LBCC students also have responsibilities to their community: the responsibility to participate and engage in class, the responsibility to advocate for their needs (ask for help), the responsibility to support a respectful teaching and learning environment, the responsibility to treat all persons with respect, the responsibility to be truthful and honest in all work and communications, and the responsibility to follow staff directions, local, state, and federal laws. Rights and responsibilities balance together to create the best learning environment. For example, while you have free speech in the café or courtyard, in class the instructor decides whose turn it is to talk and what the topics for conversation will be. Students are free to believe what they believe, but instructors may require students to learn and recite concepts, principles, or theories for a class even if the student does not believe those concepts. You play a role in creating a positive community at LBCC. Please review your rights and responsibilities(<http://linnbenton.edu/go/studentrights>). If you believe a student is violating your rights, ask to be treated with respect. If that does not cure the situation, report to Associate Dean Dr. Lynne Cox, Takena Hall Rm. 107. If you believe a faculty member or LBCC employee is violating your rights, please report to Human Resources, Scott Rolen, Calapooia Center Rm. 108.