

Customer Service CST / HVE 226 Course Syllabus

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CDX Class Code: Laing – BCA63A

- 01/06/2022 Class introductions and overview in person.
- 01/13/2022 Task sheet MHTS0022: Identify purpose and demonstrate proper use of fender covers, mats
- 01/20/2022 Task sheet MHTS0024: Review vehicle service history.
Task sheet MHT2A001: Research vehicle service information including fluid type, vehicle service history, service precautions, and technical service bulletins.
- 01/27/2022 Task sheet MHTS0026: Ensure vehicle is prepared to return to customer per school/company policy (floor mats, steering wheel cover, etc.).
- 02/03/2022 Task sheet MHTS0027: Reports to work daily on time, able to take directions and motivated to accomplish the task at hand.
- 02/10/2022 Task sheet MHTS0028: Dresses appropriately and uses language and manners suitable for the workplace.
Task sheet MHTS0029: Maintains appropriate personal hygiene.
- 02/17/2022 Task sheet MHTS0031: Demonstrates honesty, integrity, and reliability.
- 02/24/2022 Task sheet MHTS0042: Uses scientific, technical, engineering and mathematics principles and reasoning to accomplish assigned tasks.
- 03/03/2022 Task sheet MHTS0043: Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service and advice as needed.
- 03/10/2022 Task sheet MHTS0030: Meets and maintains employment eligibility criteria, such as drug/alcohol-free status, clean driving record, etc.
Task sheet MHTS0032: Complies with workplace policies/laws.
- 03/15/2022 Final due end of day Tuesday Finals Week.

Classes will be provided through Zoom either live or recorded for later viewing.

Classes are every Thursday at 1:00 pm with homework due the following Friday.