Course Name: Introduction to Client Care
Course Prefix: PS
Course Number: 1403
             Submitted by (Name & E-Mail):  Carl Grunander, cgrunander@weber.edu

Current Date:  11/19/2013
College: Applied Science & Technology
Department:   Professional Sales

From Term: Fall  2014

Substantive

|  |  |
| --- | --- |
| new  | Current Course Subject N/ACurrent Course Number |

**New/Revised Course Information:**

|  |  |
| --- | --- |
| Subject:  PS            Course Number: 1403 | Check all that apply: *This is for courses already approved for gen ed.    Use a*[*different form*](http://documents.weber.edu/catalog/forms.htm)*for proposing a new gen ed designation.*DV  CA  HU  LS  PS  SS EN  AI  QL  TA  TB  TC  TD  TE |

Course Title: Introduction to Customer Care

Abbreviated Course Title: Same

|  |  |
| --- | --- |
| Course Type:  | LEC |

Credit Hours:  3  **or** if variable hours:    to

Contact Hours: Lecture 3  Lab    Other

Repeat Information:  Limit 0   Max Hrs 0

Grading Mode:  standard

|  |  |
| --- | --- |
| This course is/will be: | a required course in a major programa required course in a minor programa required course in a 1- or 2- year programelective |

Prerequisites/Co-requisites:

None

Course description (exactly as it will appear in the catalog, including prerequisites):

PS1403. Introduction to Client Care (3) F,S
A study of the basic techniques for providing quality service to clients.

**Justification**for the new course or for changes to an existing course. (Note: Justification should emphasize academic rationale for the change or new course. This is particularly important for courses requesting upper-division status.)

The PS 3203, "Customer Service Techniques" course focuses on the higher level company concepts of customer service and the development of policies for administering customer service at the supervisory level. Major emphasis is given to the rewarding, training and development of employees. A major focus is also given to how sales representatives can develop personal rapport and behaviors that win customer loyalty, thus being able to better serve their clients and exceed their expectations.
There is a need for a course that focuses on the entry level and basic techniques for providing good customer service. Complaint handling, telephone skills, handling angry customers, creating positive first impressions and improving their customer service attitude are topics that need to be covered in preparation for entry level positions where they are dealing with the general public. This course will cover these topics.

**INFORMATION PAGE**for substantive proposals only

1. Did this course receive unanimous approval within the Department?

true

If not, what are the major concerns raised by the opponents?

NA

2. If this is a new course proposal, could you achieve the desired results by revising an existing course within your department or by requiring an existing course in another department?

No

3. How will the proposed course differ from similar offerings by other departments? Comment on any subject overlap between this course and topics generally taught by other departments, even if no similar courses are currently offered by the other departments. Explain any effects that this proposal will have on program requirements or enrollments in other department. Please forward letters (email communication is sufficient) from all departments that you have identified above stating their support or opposition to the proposed course.

There are no other courses at the university that cover these topics.

4. Is this course required for certification/accreditation of a program?

no

If so, a statement to that effect should appear in the justification and supporting documents should accompany this form.

5. **For course proposals**, e-mail a syllabus to Faculty Senate which should be sufficiently detailed that the committees can determine that the course is at the appropriate level and matches the description.**There should be an indication of the amount and type of outside activity required in the course (projects, research papers, homework, etc.)**.