



FILED SEP 10 1999

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BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY

Course Outline **Part A**

Business

Program: **Part Time Studies**

Option: **Marketing Management**

MKTG 1112

Customer Relations

Hours/Week:	3	Total Hours:	36	Term/Level:	199920
Lecture:	3	Total Weeks:	12	Credits:	3

Prerequisites **NONE**

Course Objectives:

(Upon successful completion of this course, the student will be able to:)

- Relate new concepts in dealing with customer

- Apply newly developed skills in;
 - listening, questioning, clarifying techniques
 - problem solving/resolving complaints
 - telephone communication
 - effective verbal presentation

- Relate to the needs and expectations of customers and apply customer relation skills strategic tool for developing excellent customer relationships.

Evaluation

Final Exam	20%
Mid-Term	15%
Projects	55% (4 @ 10-10-15-20)
Attendance & Participation	<u>10%</u>
TOTAL	100%

ATTENDANCE:

Regular attendance is required. Students must attend at least 80% of all classes unless other arrangements are made with the instructor(s). Failure to do so may result in the student being prevented from completing the course.

Course Summary:

A course designed to have broad applications to all businesses and industries. Individuals involved with customers at any level will benefit from the ideas, strategies and the practical applied approach of this course. The course will emphasize how to provide quality service, what good customer relations mean, the importance of exceptional telephone techniques, how to communicate effectively with customers, prevent and solve problems, defuse hostility and turn complaints into opportunities.

**Course
Record**

Developed by: _____ Date: _____
Instructor Name and Department
(signature)

Revised by: _____ Date: _____
Instructor Name and Department
(signature)

Approved by: _____ Start
Date: _____
Associate Dean
(signature)



BRITISH COLUMBIA INSTITUTE OF
TECHNOLOGY

Course Outline **Part B**

Business

Program: **Part Time Studies**

Option: **Marketing Management**

MKTG 1112
Customer Relations

Effective Date

September 1999

Instructor(s)

Anna Coleshaw

Office No.:

Office Hours:

Phone:

Required Text(s) and Equipment

HOW TO WIN CUSTOMERS AND KEEP THEM FOR LIFE by M. LeBoeuf

COURSE NOTES (Policies and Procedures)

ALL OUTLINES, SCHEDULES AND MARK ALLOCATIONS ARE SUBJECT TO CHANGE.

This course outline may assist you in the future to receive credit for all or part of a course from another post-secondary institution or from a professional program. It is strongly recommended that you keep this course outline in a safe place for future reference.

CHEATING, PLAGIARISM AND DISHONESTY: "Acts of cheating, plagiarism and dishonesty are not tolerated; the degree of punitive action may range from a written warning to withdrawal from the program. These penalties may also be applied to student who knowingly contribute to the act of dishonesty, cheating and plagiarism." (Refer to the current BCIT Calendar.)

ASSIGNMENTS; Late assignments or projects will not normally be accepted for marking unless agreed to by the instructor.

CLASS CONDUCT: Students are expected to act professionally during class. Students disrupting classes or disturbing others during class will be asked to leave and their behaviour will be reported to their program head.

COURSE OUTLINE CHANGES: The material specified in this course outline may be changed by the instructor. If changes are required, they will be announced in class.

Session Number	Outcome/Material Covered	Reference/ Reading	Assignment Number	Due Date
1	<ul style="list-style-type: none"> - Instructor Introduction - General course introduction and overview - Explanation of objectives and all evaluation areas - Student introductions/expectations - questions - Defining/discussing: the customer/customer relations/customer service/quality in service (relative importance) - First assignment - Written feedback re: general expectations/goals to achieve in course 	<p>How to win Customers and Keep Them for Life (book - introduction)</p>		
2	<ul style="list-style-type: none"> - Questions/review of key points - Session 1 and Peter's (Part 1) - Quality service/components analyzed/highlighted - Oral presentations/discussion (first assignment) 	<p>(Videos & Guest Speakers to be announced)</p>		
3	<ul style="list-style-type: none"> - Importance of clear, effective communication - Relevance to customer service/customer relations and to achieving personal/corporate goals - Customer relations/communications (verbal/non-verbal) - Question period - discussion - Impromptu exercise 			
4	<ul style="list-style-type: none"> - Quality/service implementation/improvement - relative to large public service company/small business - Discussion/question period - Are We Listening? techniques/value - Clarifying - questioning What Does the Customer Really Want? 			

Session Number	Outcome/Material Covered	Reference/ Reading	Assign. #	Due Date
5	<ul style="list-style-type: none"> - Telephone presentation techniques (cont'd) - How important is it? - How do we improve it? - Exercise (communication) - Oral presentation/discussion <p>- MID TERM NEXT CLASS</p>			
6	<ul style="list-style-type: none"> - MID TERM (written) - Presentations/discussion - Exceeding expectations (customer satisfaction is no longer good enough) - 'The moments of truth' - Problems solving/dealing with complaints - How to get from 'customer irate' to 'customer happy and coming back' - Troubleshooting: Whose responsibility? How to do it/benefits - payoff - 'Customer Feedback Ideas' * Exercise: Briefly write one 'customer relations' situation; this example should include a 'problem'/complaint (<u>not</u> the solution) 			
7	<ul style="list-style-type: none"> - Review key points: exceeding expectations; problem solving (saving the customer business; troubleshooting (prevention techniques); customer feedback/research ideas * Role play/discuss some of the customer relations/problem situation examples (impromptu) - Positive suggestions/input from class members (re: problem solving) - Oral presentation/discussion 			
8	<ul style="list-style-type: none"> - Excellent Customer Relations: Where Does it Begin? How Does it 'Grow'? - Programs that get outstanding results - Observable - Measurable - Consistent - 'Rewardable' - Questions/discussion 			

Session Number	Outcome/Material Covered	Reference/ Reading	Assign. #	Due Date
9	<ul style="list-style-type: none"> - Developing/maintaining quality - in product and in service - Winning and Keeping the Customer (The Challenge - The Keys) - Questions/discussion 			
10	<ul style="list-style-type: none"> - Review (general) comments - discussions - Begin presentations/discussion of fourth (final) assignment (extra time will be given to these project presentations) 			
11	<ul style="list-style-type: none"> - Final presentations of projects (extra time given to these presentations) - Discussions/questions/positive suggestions - My summary of overall program - highlights <ul style="list-style-type: none"> - reinforcement of key concepts * If sufficient time - impromptu exercises - General course/instructor evaluation 			
12	<ul style="list-style-type: none"> - FINAL EXAM - Personal Evaluation - Customer Relations - 'Creative completion' of Customer Relations (MKTG 1112) 			