

JEFFERSON COLLEGE

COURSE SYLLABUS

HRA150

CUSTOMER RELATIONS AND RECORD KEEPING

2 Credit Hours

Prepared by
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HRA150 Customer Relations and Record Keeping

I. CATALOGUE DESCRIPTION

- A. Prerequisites: Reading Proficiency
- B. 2 Credit Hours
- C. Customer Relations and Record Keeping prepares students for interaction with customers and employers in the workplace. Oral and written communications skills will be practiced in the HRA setting with emphasis on service ticketing, maintenance recording, and EPA record keeping procedures (F,S)

II. EXPECTED LEARNING OUTCOMES/ ASSESSMENT MEASURE

Students will display appropriate communication skills with customers	Quizzes and Situational role playing
Students will effectively handle different customer situations	Quizzes and Situational role playing
Students will properly fill out service tickets and keep complete maintenance records	Quizzes and Projects
Students will demonstrate proper EPA record keeping requirements	Quizzes and Projects

III. OUTLINE OF TOPICS

- A. Practical HVAC Service Ideas
 1. Split second response
 2. Fix the thermostat, not the customer
 3. Contain, qualify, and correct
 4. Attitude, aptitude and dreaded morning calls
 5. Qualify the details
 6. Handling the interruptions
 7. Greeting customers
 8. Opening and closing phone calls
- B. Tactical HVAC Service Ideas
 1. The truth in HVAC customer service
 2. The service placebo
 3. Using “I” instead of “you”
 4. Accentuating the positive
 5. Errors, absolute extremes and imperatives

6. Rushing customers off the phone
7. Verbose customers
8. Using restraint not retaliation
9. When less information is more
10. Customer service process flowchart integration

C. Virtual HVAC Service Ideas

1. Voice mail etiquette
2. Garbage in, Garbage out
3. Do it right the first time
4. Handling E-mail
5. E-mail vs. telephone
6. E-mail conversations
7. E-mail abbreviations
8. Angry e-mail

D. E.P.A. Record Keeping

1. Refrigerant recovery records
2. Recovery tank records
3. Vacuum pump and recovery unit registration
4. Department of transportation forms

E. Equipment Maintenance Records

1. Records maintained in company office
2. Service records kept on equipment site

F. Service Orders

1. Legibility
2. Accuracy
3. Math and taxes

G. Material Requisitions

1. Legibility
2. Accuracy
3. Maintaining truck stock

IV. METHOD(S) OF INSTRUCTION

- A. Lecture
- B. Videos
- C. Demonstrations
- D. Situational role playing

V. REQUIRED TEXTBOOK(S)

None

VI. REQUIRED MATERIALS

None

VII. SUPPLEMENTAL REFERENCES

Handouts

VIII. METHOD OF EVALUATION

- | | |
|-----------------------------|-----|
| A. Exams | 50% |
| B. Quizzes | 10% |
| C. Situational Role Playing | 40% |

IX. ADA AA STATEMENT

Any student requiring special accommodations should inform the instructor and the Coordinator of Disability Support Services (Technology Center 101; phone 636-481-3169).

X. ACADEMIC HONESTY STATEMENT

All students are responsible for complying with campus policies as stated in the Student Handbook (see College website, <http://www.jeffco.edu>).

XI. ATTENDANCE STATEMENT

Regular and punctual attendance is expected of all students. Any one of these four options may result in the student being removed from the class and an administrative withdrawal being processed: (1) Student fails to begin class; (2) Student ceases participation for at least two consecutive weeks; (3) Student misses 15 percent or more of the coursework; and/or (4) Student misses 15 percent or more of the course as defined by the instructor. Students earn their financial aid by regularly attending and actively participating in their coursework. If a student does not actively participate, he/she may have to return financial aid funds. Consult the College Catalog or a Student Financial Services representative for more details.

XII. OUTSIDE OF CLASS ACADEMICALLY RELATED ACTIVITIES

The U.S. Department of Education mandates that students be made aware of expectations regarding coursework to be completed outside the classroom. Students are expected to spend substantial time outside of class meetings engaging in academically related activities such as reading, studying, and completing assignments. Specifically, time spent on academically related activities outside of class combined with time spent in class meetings is expected to be a minimum of 37.5 hours over the duration of the term for each credit hour.