Experiential Learning Portfolio for 10196108 Customer Service

Student Contact Information:

Name: _____Student ID#: _____

Email: _____ Phone: _____

Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
   - What did you learn?
   - How did you learn through your experience?
   - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
   - Label artifacts as noted in the competency
   - Scan paper artifacts
   - Provide links to video artifacts
   - Attach all artifacts to the end of the portfolio
5. Write a conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of

the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

To receive credit for this course, you must receive "Met" on 4 of the 4 competencies.

10196108 Customer Service, 1 Associate Degree Credits

Course Description: This course examines customer service as it relates to organizational quality. It addresses service models for internal and external customers, systems and strategies applied to customer service, and tools and techniques for gathering customer feedback and handling complaints.

Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.

Competency 1: Determine the relationship between customer service and quality initiatives

Criteria: Performance will be satisfactory when:
- presentation includes learner's definition of quality
- presentation includes learner's definition of customer service
- presentation describes how customer service supports the quality initiative(s)
- learner identifies standard definition of customer service
- learner identifies standard definition of quality

Learning Objectives:
a. Define customer service
b. Define quality
c. Explain the importance of customer service
d. Explain the key components of customer service

Required Artifacts: None

Suggested Artifacts: Customer service satisfaction survey instruments. (internal and ultimate customers) Specific documented training procedures for dealing with customer service breakdowns

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 2: Analyze models of good customer service
Criteria: Performance will be satisfactory when:
- learner identifies different models of customer service
- learner outlines the components of customer service models
- learner explains the components of customer service models

Learning Objectives:
a. Examine customer service models
b. Explain when and why a certain model should be used
c. Compare and contrast how customer service models interact with customers
d. Describe how to give to feedback to customers

Required Artifacts: None
Suggested Artifacts: Specialized training on best practices for specific products and services. Customer service satisfaction survey instruments. Dissatisfaction complaint journal (internal and ultimate customers)

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 3: Appraise service strategies for either a marketing, business, or manufacturing enterprise

Criteria: Performance will be satisfactory when:

- presentation includes an explanation of why the chosen model is best for the company/industry
- presentation includes an explanation of how the chosen model facilitates customer interaction
- presentation includes an explanation of how the chosen model facilitates customer feedback
- learner identifies behavioral tendencies
- learner describes how to work with the behavioral tendencies of individuals

Learning Objectives:

a. Explain why some customer service models work better for certain industries
b. Explain how to deal with specific types of customer interactions
c. Describe best practices for giving and receiving feedback
d. Demonstrate how to deal with irate customers
e. Interact with different behavioral tendencies

Required Artifacts: None

Suggested Artifacts: Outline with specific service actions guaranteed with service.

Survey internal/ultimate customers on overall satisfaction of products/services.

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 4: Develop a customer service training program for either a marketing, business, or manufacturing enterprise

Criteria: Performance will be satisfactory when:

- presentation identifies specific customer service components for the chosen business
- presentation explains why the customer service components are needed
- presentation pin points specific actions to carry out identified customer service components
- presentation delivery meets industry expectations
- presentation includes an audience comprehension quiz

Learning Objectives:

a. Explain the components of a customer service training program
b. Describe professional presentation expectations

Required Artifacts: None
Suggested Artifacts: Customer Service training document.

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Conclusion: Summarize how you have met the competencies of the course.

Learning Source Table

Learning Source (name of employer, training, military, volunteer organization, etc.)	Supervisor	Start-End Date	Total Hours	Related Competencies
Ex: XYZ Corporation	Bucky Badger	8/2012-9/2014	2000	#1, 2, 3, and 7