PROFESSIONAL SERVICE
Course Syllabus

Course Number: ARCO-0718
OCAS Code: None
Course Length: 15 Hours
Career Cluster: Architecture & Construction
Career Pathway: Maintenance/Operations
Career Major(s): HVAC Technician

Pre-requisite(s): None
Course Description: This course covers the essential knowledge and skills necessary to provide quality customer service, build character and customer relations, and participate in professional development.

Textbooks:
- Refrigeration & Air Conditioning Technology, 7th Ed, (2013), Whitman /Johnson/ Tomczyk Silberstein / Publisher Delmar Cengage

Course Objectives:

A. Practice Communication Skills.
   1. Demonstrate the ability to understand information and instructions that are presented in both written and verbal form.²
   2. Demonstrate the ability to communicate effectively in on-the-job situations using written and verbal skills.²

B. Demonstrate Customer Relations/Communication.
   1. Describe methods of dealing with irate customers.¹
   2. Describe methods of dealing with technician delays and scheduling realities.¹
   3. Describe methods of selling service agreements and replacement equipment.¹
   4. Explain service(s) performed in layman's terms.¹
   5. Explain how to obtain customer satisfaction.¹
   6. Explain service contracts.¹
   7. Demonstrate professional/personal appearance and attitude.¹
   8. Discuss customer telephone etiquette.¹
   9. Describe, list, calculate and present a typical billing invoice.¹
   10. Demonstrate good customer relations.¹

C. Participate in Character Education.
   1. Discuss the following personal traits:¹
      a. Honesty¹
      b. Integrity¹
      c. Reliability¹
D. Demonstrate Employability Skills.
1. Explain the construction industry, the role of the companies that make up the industry, and the role of individual professionals in the industry.2
2. Demonstrate critical thinking skills and the ability to solve problems using those skills.2
3. Demonstrate knowledge of computer systems and explain common uses for computers in the construction industry.2
4. Demonstrate effective relationship skills with teammates and supervisors, exhibit the ability to work on a team, and demonstrate appropriate leadership skills.2
5. Be aware of workplace issues such as sexual harassment, stress, and substance abuse.2

1 ODCTE objective
2 NCCER objective

Teaching Methods: The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures: 1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy (70%) percent or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.

Description of Classroom, Laboratories, and Equipment:
Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

Available Certifications/College Credit: The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.
PROFESSIONAL SERVICE

College Credit
Eligibility: The student must maintain a grade point average of 2.0 or better.