

COURSE CTR3090: CLIENT SERVICE 3**Level:** Advanced**Theme:** Client Service**Prerequisite:** CTR2040 Client Service 2**Description:** Students build on the principles and practices of client service acquired in CTR2040 Client Service 2. Additional opportunities are provided for students to apply and to integrate, in real-life contexts, the knowledge, skills and attitudes developed through other courses.

The context of instruction for this course is determined by the other CTS strands to which it is linked.

Parameters: This course must be linked to other CTS courses from within the Career Transitions strand or any other CTS strand. It may be delivered on campus, off campus or through a combination of both. Facility and teacher requirements to deliver this course are determined by the parameters specified for the CTS course to which this Client Service course is linked.**Curriculum and Assessment Standards**

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<i>The student will:</i> <ul style="list-style-type: none"> • demonstrate and record professional client services, including: <ul style="list-style-type: none"> – applications of competencies learned in other courses – ethical behaviour – client service enhancement strategies • demonstrate advanced quality control and marketing strategies • manage client services 	<i>Assessment of student achievement should be based on:</i> <ul style="list-style-type: none"> • a description and rating of student performance of individual client service tasks. 	50
	<i>Assessment Tool</i> <i>Individual Client Service Assessment Tool</i>	
	<i>Standard</i> <i>Perform all tasks to a standard of 3 on the rating scale</i>	
	<ul style="list-style-type: none"> • a logbook record that includes: <ul style="list-style-type: none"> – number of client services delivered – types of client services delivered – linkages to previously completed courses – indicators of client satisfaction – reflections and recommendations. 	25
	<i>Assessment Tool</i> <i>Client Service Logbook</i>	
	<i>Standard</i> <i>All sections have been completed accurately</i>	25

COURSE CTR3090: CLIENT SERVICE 3 (continued)

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> demonstrate basic competencies. 	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> observations of individual effort and interpersonal interaction during the learning process. <p><i>Assessment Tool</i> <i>Basic Competencies Reference Guide and any assessment tools noted above</i></p>	<p>Integrated throughout</p>

Concept	Specific Outcomes	Notes
<p>Client Service Defined</p>	<p><i>The student should:</i></p> <ul style="list-style-type: none"> identify, describe and explain the broad range of competencies required to deliver professional levels of service relate the stated needs and perceived expectations of clients to their actual needs for service. 	<p>In identifying competencies associated with professional levels of service, consider including:</p> <ul style="list-style-type: none"> technical knowledge and skills a positive attitude to meeting the needs of others ability to “read” clients professional appearance ability to maintain composure in difficult situations.
<p>Client Service Communication</p>	<ul style="list-style-type: none"> use communication strategies that maximize client understanding and satisfaction; e.g.: <ul style="list-style-type: none"> verbal nonverbal explain the saying, “You only have one chance to make a first impression.” 	<p>Consider having students discuss:</p> <ul style="list-style-type: none"> the relative importance of verbal and nonverbal communication the importance of first impressions in any client service context.
<p>Professionalism</p>	<ul style="list-style-type: none"> explain the importance of time-on-task relationships identify employee and employer rights and responsibilities identify and explain the rights of the client. 	<p>Time-on-task: It is important to work in both a timely and competent manner. Lack of time should not be an excuse for shoddy work.</p> <p>Documents relating to client rights are available from appropriate government departments.</p>

COURSE CTR3090: CLIENT SERVICE 3 (continued)

Concept	Specific Outcomes	Notes
Safety	<p><i>The student should:</i></p> <ul style="list-style-type: none"> • meet or exceed health, safety and sanitation practices • follow manufacturer’s instructions • follow employer’s safety code • recommend practices that promote health, safety and sanitation in the selected work area. 	<p>Consider encouraging students to enroll in one or more Job Safety Skills courses.</p>
Quality Control/ Quality Assurance	<ul style="list-style-type: none"> • perform client service tasks to meet client expectations • perform tasks to the satisfaction of clients • identify existing and potential problems • distinguish between expected and unexpected events and consequences • recommend actions to enhance client satisfaction. 	<p>Expectations may include:</p> <ul style="list-style-type: none"> • time • quality • quantity • satisfaction. <p>Unexpected events and consequences may include:</p> <ul style="list-style-type: none"> • late arrival of supplies • power failure.
Serving Clients	<ul style="list-style-type: none"> • demonstrate professional levels of client service • identify and create opportunities for enhancing the number and/or quality of services, products and processes offered to each client • maintain a detailed record of client services delivered. 	<p>In encouraging students to meet professional standards of client service, including sales abilities, it may be appropriate to consider the potential impact of your client service program on local businesses offering similar services.</p>
Sales Ability	<ul style="list-style-type: none"> • recommend additional services, products and processes that clients might be willing to purchase • justify recommendations by presenting valid information in an ethical manner • anticipate and respond appropriately to client questions and concerns • identify and apply strategies that may be appropriate to assess client satisfaction • determine, recommend and record ways to improve client satisfaction. 	<p>Involving the local business community to assist students in developing professional standards will help in creating an enriched learning environment for students and establish a more positive relationship between the school and the local business community.</p>

COURSE CTR3090: CLIENT SERVICE 3 (continued)

Concept	Specific Outcomes	Notes
<p>Client Service Management</p>	<p><i>The student should:</i></p> <ul style="list-style-type: none"> • define and describe the relationships, as appropriate to the selected work area, among: <ul style="list-style-type: none"> - billing - profit and loss - estimation - inventory management - warranties - insurance • describe the process, including timing, for ordering and receiving resources from suppliers • describe the “just-in-time” (JIT) resource procurement process • explain the advantages and disadvantages of the just-in-time process • explain the concept of “economy of scale” • describe how economy of scale practices might be used to make a business more efficient and more profitable • explain how, for the selected work area, a combination of economy of scale and just-in-time practices could affect profit and productivity • identify the markup necessary to generate variable profit margins, using industry/sector standards • calculate the selling price necessary to generate different profit margins. 	<p>The process in some contexts may include:</p> <ul style="list-style-type: none"> • completing purchasing forms • reading catalogues • interpreting invoices, plans, customer instructions • checking incoming orders. <p>Have students calculate simple and more complex margins; e.g., 10%, 25%, 96%.</p>