

# Washtenaw Community College Comprehensive Report

## UAT 294B Plumbing Customer Service for the UA Craftsman (UA 4010) Effective Term: Winter 2021

### Course Cover

**Division:** Advanced Technologies and Public Service Careers

**Department:** United Association Department

**Discipline:** United Association Training

**Course Number:** 294B

**Org Number:** 28200

**Full Course Title:** Plumbing Customer Service for the UA Craftsman (UA 4010)

**Transcript Title:** Plumbing Customer Service 4010

**Is Consultation with other department(s) required:** No

**Publish in the Following:** College Catalog , Web Page

**Reason for Submission:** Course Change

**Change Information:**

**Consultation with all departments affected by this course is required.**

**Course title**

**Course description**

**Total Contact Hours**

**Outcomes/Assessment**

**Objectives/Evaluation**

**Rationale:** Update United Association course

**Proposed Start Semester:** Fall 2020

**Course Description:** In this course, students will examine methods for development and delivery of their local UA Plumbing Service Customer Care curriculum. Through discussion, lecture, videos and role-playing activities, students will identify internal and external customer care techniques focusing on communication. Students will utilize Mechanical Service Contractors of America (MSCA) customer service resources along with the techniques acquired in this course to increase the effectiveness of the curriculum at the local Training Center. The title of this course was previously Plumbing Service II. Limited to United Association program participants.

### Course Credit Hours

**Variable hours:** No

**Credits:** 1.5

**The following Lecture Hour fields are not divisible by 15: Student Min ,Instructor Min**

**Lecture Hours: Instructor: 22.5 Student: 22.5**

**The following Lab fields are not divisible by 15: Student Min, Instructor Min**

**Lab: Instructor: 1.5 Student: 1.5**

**Clinical: Instructor: 0 Student: 0**

**Total Contact Hours: Instructor: 24 Student: 24**

**Repeatable for Credit:** NO

**Grading Methods:** Letter Grades

**Audit**

**Are lectures, labs, or clinicals offered as separate sections?:** NO (same sections)

### College-Level Reading and Writing

College-level Reading & Writing

## **College-Level Math**

No Level Required

### **Requisites**

#### **Enrollment Restrictions**

Admission into the UA Instructor Training Program.  
and

#### **Prerequisite**

UAT 294A minimum grade "B"

### **General Education**

#### **Degree Attributes**

Below College Level Pre-Reqs

### **Request Course Transfer**

#### **Proposed For:**

### **Student Learning Outcomes**

1. Present best practices for the delivery of the UA Plumbing Service Customer Care curriculum at the local Training Center.

#### **Assessment 1**

Assessment Tool: Presentation

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Observational checklist

Standard of success to be used for this assessment: 80% of the students will score 80% or higher.

Who will score and analyze the data: U.A. instructors

2. Present examples of the importance of professionalism, emphasizing communication with customers and the inclusion of sales and marketing techniques at the service level.

#### **Assessment 1**

Assessment Tool: Presentation

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Observational checklist

Standard of success to be used for this assessment: 80% of the students will score 80% or higher.

Who will score and analyze the data: U.A. instructors

3. Prepare and present instructional activities using online MSCA Customer Service resources.

#### **Assessment 1**

Assessment Tool: Presentation

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Observational checklist

Standard of success to be used for this assessment: 80% of the students will score 80% or higher.

Who will score and analyze the data: U.A. instructors

### Course Objectives

1. Identify energy saving features on current plumbing fixtures in a customer service environment.
2. Reference UA and vendor-supplied materials in equipment set-up, demonstrations and preparation of the trailer for shipment.
3. Analyze changes in needs for residential service.
4. Analyze examples of customer communications, industry images, salesmanship, and marketing techniques.
5. Identify problems and their solutions in the customer service industry.
6. Identify various customer social styles and communication techniques.
7. Create a billable hours spreadsheet to reflect true costs of business.
8. Explain various customer service problems in the residential plumbing industry.
9. Evaluate the importance of the Situation, Task, Action, Result (S.T.A.R.) methodology through role play in various on-the-job situations.
10. Describe best practices for the presentation of UA Plumbing Service Customer program course at local Training Center.
11. Prepare and present training lessons and techniques to the class for critique.
12. Discuss professional appearance and etiquette in the service industry.
13. Discuss professional verbal and nonverbal communication.
14. Describe techniques for including sales and/or marketing concepts in customer communication.
15. Navigate online MSCA resources for activities and information.
16. Create and present instructional activities using MSCA resources.

### New Resources for Course

#### Course Textbooks/Resources

Textbooks  
Manuals  
Periodicals  
Software

#### Equipment/Facilities

Level III classroom

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
<b>Faculty Preparer:</b> <i>Tony Esposito</i>	<i>Faculty Preparer</i>	<i>May 21, 2020</i>
<b>Department Chair/Area Director:</b> <i>Marilyn Donham</i>	<i>Recommend Approval</i>	<i>May 27, 2020</i>
<b>Dean:</b> <i>Jimmie Baber</i>	<i>Recommend Approval</i>	<i>May 27, 2020</i>
<b>Curriculum Committee Chair:</b> <i>Lisa Veasey</i>	<i>Recommend Approval</i>	<i>Sep 25, 2020</i>
<b>Assessment Committee Chair:</b> <i>Shawn Deron</i>	<i>Recommend Approval</i>	<i>Sep 30, 2020</i>
<b>Vice President for Instruction:</b> <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Oct 06, 2020</i>