

MARTIN COMMUNITY COLLEGE
COURSE SYLLABUS
Semester/Year: Spring 2011

COURSE NUMBER:	AHR 180 (01)	INSTRUCTOR:	Don Golden
COURSE TITLE:	HVAC Customer Relations	OFFICE NO:	Building 3, Room 20
CREDIT HOURS:	1	OFFICE/VIRTUAL HOURS:	10:00-12:00 T,Th
CONTACT HRS/WK:	1	PHONE NO:	252-789-0271
PREREQUISITES:	None	FAX:	252-792-0826
COREQUISITES:	None	E-MAIL:	dgolden@martincc.edu

COURSE DESCRIPTION: This course will introduce many common business and customer relation practices that may be encountered in the HVACR field. Topics of discussion will include business practices, maintaining professional appearance, vehicle appearance and required maintenance, writing invoices, telephone manners, dealing with customer complaints, and providing overall customer satisfaction. Upon completion, students should be able to present themselves to customers in a professional manner, understand how the business operates, complete invoices, and handle complaints.

PROGRAM LEARNING OUTCOMES:

1. Install, service, and troubleshoot air conditioning, heating, and refrigeration systems and associated components.
2. Select and properly use a variety of air conditioning, heating, and refrigeration tools and equipment.
3. Prepare and interpret electrical, mechanical, and piping drawings.

COURSE LEARNING OUTCOMES:

1. Develop business practices that promote customer satisfaction.
2. Use service forms to document customer needs.
3. Create professional strategies that work to improve customer loyalty.

REQUIRED TEXTBOOKS:

Coscio communications inc, HVAC customer service, Coscia Communications Inc. Havertown, PA

SUPPLEMENTAL RESOURCES: None

LEARNING/TEACHING METHODS: Lecture/Class discussion/Outside Reading assignment/Lab

ASSESMENTS/METHODS OF EVALUATION:

1. Outside Reading Assignments -20%
2. Projects- 20%
3. Quizzes-20%
4. Tests-20%
5. Final Exam-20%

GRADING POLICY: Seven (7) point scale

Letter Grade - A - 93-100
 B - 85-92
 C - 77-84
 D - 70-76
 F - 69 and below

COURSE OUTLINE:

- Week 1 - Read Part I in textbook and test
- Week 2 - Read Part II in textbook and test
- Week 3 - Read Part III in textbook and test
- Week 4 - Read Part IV in textbook and test
- Week 5 - Give presentation to class on customer satisfaction.
- Week 6 - Exam

STUDENT ATTENDANCE POLICY:

Regular and prompt attendance is expected in class. When a student is absent for reasons of illness or emergency, he/she is responsible for course work missed and should consult with the instructor at the next meeting of the class. Class notes should be obtained from a classmate. Attend class regularly. A strict attendance policy is necessary since many of the projects and learning will occur during class time. Attendance means staying for the entire class period, not leaving. The maximum number of hours that may be missed is based on the 20% rule. If a student misses more than 20% of class room hours they will receive an F. Anyone unable to attend a course at least 80% of the time, should reconsider taking the course. Students unwilling or unable to finish the course should withdraw. This is the students' responsibility. Punctuality will also be considered in grade assignment. Chronic tardiness is rude. It is also disruptive to the class and limits the student's opportunity to learn. If the student is unable to be punctual, he/she should consider restructuring his/her schedule in order to attend, or withdraw. Chronic lateness will be considered as nonattendance. In order to drop this class, the student must initiate the process rather than simply disappearing from class.

COURSE POLICIES:

1. An absence up test day requires a written note from your doctor in order to take a make test.
2. You have three (3) days to make up the test.
3. After three (3) days you will be given a 0 on the test you missed..

REQUEST FOR EXCUSED ABSENCES FOR RELIGIOUS OBSERVANCES*

***In compliance with G.S. 115D-5, MCC policy permits a student to be excused, with the opportunity to make-up any test or other missed work, a minimum of two excused absences per academic year for religious observances required by the student's faith. The policy limits the excused absences to a maximum of two days per academic year.**

Students who wish to be excused for a Religious Observance required by their faith must complete and submit a request form to the instructor(s) prior to the census date of each class. The *Request for Excused Absences for Religious Observances* form can be picked up from Student Services. This does not supersede the college-wide

attendance policy as outlined in the college catalog or syllabus, with the exception of a reasonable accommodation for the make-up of missed course work.

If you cannot reach your instructor, you may contact Dr. Phyllis Broughton, Dean of Academic Affairs and Students Services at (252)789-0246 by phone, pbroughton@martincc.edu by e-mail, or in person at his/her office in Building 2, Room 33.

To access the Martin Community College Career Catalog for policies and curriculum requirements, please go online to www.martincc.edu.

If you have a need for a disability-related accommodation, please notify the Student Services counselor at (252) 789-0293.