

Hospitality Customer Relations

HSP 134

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Office Location: C132

Office Hours: Monday 2:00 – 3:30 and Thursday 4:30 – 6:00

Course Outline - Reading Assignments

Week 1	Ch. 1	Winning with the Customer
	Ch. 2	The Nature of Customer Service
Week 2	Ch. 3	The Two Types of Customers
	Ch. 4	Defining "Quality" in Quality Service
Week 3	Ch. 5	Timing is Everything
	Ch. 6	Getting in the Flow
Week 4	Exam 1	Ch. 1 – 6
Week 5	Ch 7	An-tic-i-pa-tion
	Ch 8	Communicate, Communicate, Communicate
Week 6		Off Site Evaluation
Week 7	Ch 9	Feedback – Food for Success
	Ch 10	To Be or Not To Be Accommodating
Week 8	Ch 11	The Four Basic Customer Service Needs
	Ch 12	It's All About Attitude
Week 9	Spring Break	
Week 10	Exam 2	Ch 7 – 12
Week 11		Off Site Evaluation
Week 12	Ch 13	Words That Sting – Words That Soothe
	Ch 14	The Joy of Surprises – Providing the Unexpected
Week 13	Ch 15	Lending a Helping hand
	Ch 16	Selling That Sells
Week 14	Ch 17	The Challenge of Gracious Problem Solving
	Ch 18	The Challenge of the Difficult Guest
Week 15	Exam 3	Ch 13 - 18

Digication – TRCC Online Learning Portfolio

All students are required to maintain an online learning portfolio using a TRCC designated template. Students will upload at least one assignment from this class to Digication. Further guidance will be provided.