

Wilco Area Career Center
Joliet Junior College
BUS 110 Customer Service
BUS 111 Business Communications
MGMT 102 Human Relations
Parent-Simple Syllabus

Instructor Name: Michael Robbins
Email: mrobbins@wilcoacc.org
Phone: 815-838-6941 ext.1014

Dual Enrollment Course Descriptions

BUS 110: (3 JJC credit hours) This course is designed to help students develop outstanding customer service skills. Students will learn how to interact with customers, resolve conflicts, understand the importance of customer satisfaction and retention, and actively participate as a member of a team and develop time management skills.

BUS 111: (3 JJC credit hours) The role and practice of communicating effectively in business and professional environments is studied, emphasizing audience analysis, persuasive and negative messages, small group communication, cultural and global awareness, effective letter writing, and the job search process.

MGMT 102: (3 JJC credit hours) This class focuses on the management of human relations in the organization. Understanding oneself, one's fellow worker, individual traits that contribute to success and failure, and basic techniques in effectively communicating and resolving conflict with an individual or a group.

Methods of Instruction

Lecture
Group-based learning
Research Paper
Student presentations
Student projects

Graded Assignments

- ☐ Weekly assignments
- ☐ Written case studies
- ☐ Research paper
- ☐ Group project(s)
- ☐ Chapter quizzes
- ☐ Unit exams
- ☐ Final exam

Grading

Weekly assignments and case studies will equal 25% of the overall course grade.

Research paper(s) and group projects will equal 25% of the overall course grade.

Chapter quizzes and unit exams will equal 25% of the overall course grade.
The final exam will equal 25% of the overall course grade.

Grading Scale

A	Exceptional	90-100%
B	Exceeds expectations	80-89%
C	Meets expectations	70-79%
D	Improvement needed	60-69%
F	Failing, missing, incomplete	below 60%

*grades are rounded up at .5%, so an 89.5% grade will receive an A.

Policies and Procedures (not an all inclusive list)

General - Students will come prepared for class with a charged Chromebook, pen or pencil, notebook and textbook every day. Students will maintain order and cleanliness of workstations. Students will be respectful to all classmates, staff, and visitors.

Attendance - 10 or more absences will result in an attendance contract.

Students are responsible for checking Google Classroom for coursework if absent.

Make-up policy - Make-up work is not available for this course. This is a college level course and the course rigor and expectations of the college will be maintained. Students are expected to submit their assignments on time, including when they are absent.

Extra-credit policy - Extra credit is not available for this course.