



## COURSE SYLLABUS

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**COURSE: AHR 180 HVACR CUSTOMER RELATIONS**

**HOURS: Lecture: 1 Lab/Shop: 0 Work Exp/Clinical: 0 Credits: 1**

### **COURSE DESCRIPTION:**

This course introduces common business and customer relation practices that may be encountered in HVACR. Topics include business practices, appearance of self and vehicle, ways of handling customer complaints, invoices, telephone communications, and warranties. 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.

**PREREQUISITE(S):** None

**COREQUISITE(S):** None

### **TEXTBOOK(S) & OTHER SPECIAL REQUIREMENTS:**

Open Educational Resources (OER) are listed in the course Moodle.

### **STUDENT LEARNING OUTCOMES:**

Upon successful completion of this course, the student will be able to:

1. Discuss employment opportunities in the HVAC/R industry and certifications needed by those seeking employment.
2. Discuss the proper appearance of the technician and the vehicle of the technician.
3. Discuss the proper parking of the service vehicle.
4. Discuss the importance of being prompt.
5. Perform a proper introduction.
6. Discuss skills to handle a customer complaint.
7. Develop a plan for purchasing materials and parts.
8. Develop an understanding and need of purchase orders, invoices and packing slips.
9. Adapt to the globalization of equipment manufacturers.

**\*\*\*Please refer to the online version of the Richmond Community College Program & Course Catalog and the Student Handbook for current academic and general information.**