**At-Home Final Exam Project Directions**

**CIS102 - Interpersonal and Customer Service Skills for IT Professionals**

**SCENARIO:** Your final exam will test your ability to define and assess the major concepts you’ve learned throughout this course. Make sure to provide clear and complete explanations for each question and strive to connect them to workplace experiences you may have experienced and/or to potential situations you may face in the future.

 **REQUIREMENTS:** The final project for this course allows you to demonstrate your understanding of the course concepts through various common workplace scenarios. You must illustrate your mastery of each concept in a professional, detailed manner.

**Final Project Requirements:**

 **1. Your document must contain these elements:**

 a. Title page

 b. Introduction (introducing the company and your position and responsibilities within the company, minimum of 2-3 sentences)

 c. Answers to each question that contain two or more complete paragraphs. Be sure to use the information you learned throughout this course to create rich, detailed paragraphs explaining your choices. References and citations are required.

 d. Conclusion (minimum of 2-3 sentences)

e. References

 **Company Profile:**

 Wane Industries is an international corporation that specializes in producing personal computers, digital cameras, printers, and various peripheral devices. You were hired right out of college to manage the technical helpdesk at Wane Industries. Brice, the CEO of Wane Industries, was inspired by your fresh outlook on the technical industry and thought you would be a valuable member of his team.

 **2.** **Question 1:** Creating a Professional Environment

During your initial company tour, you notice two employees whispering and rolling their eyes as you are introduced to the team you will be managing. You are concerned about the employees accepting you as their new boss. Using the information you learned in this course, what techniques might you use to establish a professional relationship with your employees and create an productive, positive environment for everyone?

**3.** **Question 2:** Creating a Career Path

Sara, one of your employees, requested a meeting with you. She is thinking about going back to school to finish her degree and advance her career within the company. She wants your advice about selecting a suitable career path within the company that also matches her personality type. Sara is a self-driven, focused individual who likes creating and problem solving. She has an excellent eye for detail and enjoys analyzing people and problems in depth. What career path might you suggest for her? How does this career path merge with her personality and traits? Is there room at the company for Sara as she progresses along the career path you’ve advised? Explain your answer.

 **4.** **Question 3:** Communication Skills

Elliot arrived at work this morning a little late and with a disheveled appearance. This is unusual for Elliot, as he is normally a model employee. As the morning passed, he became abrupt with his customers and fellow employees, and you knew that something was obviously wrong. What should you do? Using the information you have learned about communication skills, how can you help Elliot? Describe how you would use your listening, speaking, nonverbal communication, and written communication skills to assist Elliot.

**5. Question 4:** Customer-Focused Organization

During your weekly meeting with Brice, the CEO, he brings up an interesting goal for the company. Brice has been reading about the business success rates for companies that place the needs of the internal and external customer first. He would like to see Wane Industries become more customer focused and has asked you to devise a plan for the technical helpdesk. How can you empower your employees to take ownership of the company? What steps can you take to help implement the CEO’s intentions?

**6. Question 5:** Communicating with Customers

Serena answers a call from a customer named Ralph who claims his new laptop doesn’t work. Ralph is very angry and refuses to listen as Kevin attempts to walk him through the troubleshooting process. Employees who sit near Serena can hear Ralph’s vulgar word choice as Serena tries to work with the customer. Finally, Ralph asks to speak to a manager. As the IT manager, the call is directed to you. How do you handle Ralph? Using the information you learned in this course, identify the steps you should take to resolve this matter in a way that leaves Ralph satisfied with the company and his laptop.

**7. Question 6:** Communication Management

Brice, the CEO, calls you into his office. He is having difficulty tracking customer satisfaction. Currently, the only source of information is the online comments on the company Web page. He is curious about those products that receive a higher volume of customer troubleshooting calls and has asked for your input. Unfortunately, you are unable to provide these details as Brice’s system currently does not manage or log customer calls in a way that would provide this valuable data. What advice can you offer Brice? Is there a way to collect the information he is requesting? Identify the plan you would devise to correct this error.

**8.** **Writing Requirements**

You will be graded on the completeness of your answer, how you relate and apply the concepts to real-world examples, and your writing skills. Use a word processing program to check spelling and grammar, and then copy and paste your answer into the submit box. You are required to cite all sources used in writing your essay with APA citation formatting. At a minimum you are required to use your textbook as a source of information; however, you may include other sources. Review the Grading Matrix for more information on how essays are graded and the tutorials on how to cite sources correctly.

**Note:** References and citations are required for this assignment. You must include at least one reference and citation.