

HORT 65 Course Outline as of Fall 2016**CATALOG INFORMATION**

Dept and Nbr: HORT 65 Title: HORT WORKPLACE PRACS

Full Title: Horticulture Workplace Practices

Last Reviewed: 12/14/2015

| Units | | Course Hours per Week | | Nbr of Weeks | Course Hours Total | |
|---------|------|-----------------------|------|--------------|--------------------|-------|
| Maximum | 1.50 | Lecture Scheduled | 1.50 | 17.5 | Lecture Scheduled | 26.25 |
| Minimum | 1.50 | Lab Scheduled | 0 | 6 | Lab Scheduled | 0 |
| | | Contact DHR | 0 | | Contact DHR | 0 |
| | | Contact Total | 1.50 | | Contact Total | 26.25 |
| | | Non-contact DHR | 0 | | Non-contact DHR | 0 |

Total Out of Class Hours: 52.50

Total Student Learning Hours: 78.75

Title 5 Category: AA Degree Applicable

Grading: Grade or P/NP

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

Catalog Description:

This course presents professional practices applied in successful nursery, landscape, and other horticultural business operations. Topics include employer policies; business communication basics; client relations; professional relationships and organizations; workplace ethics and behavior as well as discussion on mulitculture customer relations. Required field trips are hosted by award-winning horticulture businesses.

Prerequisites/Corequisites:**Recommended Preparation:**

Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:**Schedule of Classes Information:**

Description: This course presents professional practices applied in successful nursery, landscape, and other horticultural business operations. Topics include employer policies; business communication basics; client relations; professional relationships and organizations; workplace ethics and behavior as well as discussion on mulitculture customer relations. Required field trips

are hosted by award-winning horticulture businesses. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

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|----------------------|----------------------|------------|-----------|------------|-----------|
| AS Degree: | Area | | | Effective: | Inactive: |
| CSU GE: | Transfer Area | | | Effective: | Inactive: |
| IGETC: | Transfer Area | | | Effective: | Inactive: |
| CSU Transfer: | Transferable | Effective: | Fall 2002 | Inactive: | Fall 2019 |
| UC Transfer: | | Effective: | | Inactive: | |

CID:

Certificate/Major Applicable:

Both Certificate and Major Applicable

COURSE CONTENT

Outcomes and Objectives:

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

1. Interpret and apply employer's workplace policies.
2. Differentiate between appropriate and inappropriate on the job behavior and conversation.
3. Summarize legal issues at the workplace, including sexual harassment policy.
4. Identify ethical courses of action.
5. Develop effective counter sales strategies for horticultural products and services.
6. Demonstrate effective telephone communication techniques.
7. Develop effective communication techniques in order to project a positive image and promote positive horticulture client relations.
8. Use email, voice mail, cell phone, and other communication technologies in the workplace.
9. Interpret and generate invoices, receipts, and other documents associated with horticultural products and services.
10. Interpret and apply Occupational Safety and Health Administration (OSHA) rules and regulations.
11. Examine fundamental costs of business operation.

Topics and Scope:

- I. Professionalism in the horticultural workplace
 - A. Employer's policies
 - B. Timeliness, tardiness, and absenteeism
 - C. Client relations and customer communication
 - D. Behavior on the job
 1. Appropriate vs. inappropriate conversation and humor
 2. Legal issues, sexual harassment

3. Cultural and societal issues, e.g., mental health, drug and alcohol abuse
- F. Workplace ethics
- II. Communications relevant to horticultural products and services
 - A. Telephone Etiquette
 1. Competently handling incoming calls and or taking accurate telephone messages
 2. Identifying appropriate words and statements to effectively communicate over the phone
 3. Handling difficult callers
 4. Making request calls
 5. Making and handling complaints
 - B. Managing multiple customers
 - C. Reading and writing invoices, receipts and other documents
- III. Multicultural customer
 - A. Different customs
 - B. Business relationships
- IV. Basic costs of business operation
 - A. Employer costs and expenses relative to employee tasks and performance
 - B. Project completion process
 - C. Documentation and paperwork

Assignment:

1. 2-3 written field trip reports (2 to 3 pages each)
2. Small group or individual reports on observations and experiences (2 to 3 pages each)
3. Evaluation of telephone or other communications experiences
4. Two to three quizzes and final exam

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

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| Analyze business forms, Field trip reports |
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| Writing 30 - 60% |
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Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

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| Oral reports and communication evaluations |
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| Problem solving 10 - 30% |
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Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

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| None |
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| Skill Demonstrations 0 - 0% |
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Exams: All forms of formal testing, other than skill performance exams.

Quizzes and final exam: multiple choice, true/false, matching items, completion

Exams
30 - 60%

Other: Includes any assessment tools that do not logically fit into the above categories.

Participation

Other Category
0 - 20%

Representative Textbooks and Materials:
Instructor prepared materials