HORT 65 Course Outline as of Fall 2019

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

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	**Area**	Effective:	Inactive:
CSU GE:	**Transfer Area**	Effective:	Inactive:
IGETC:	**Transfer Area**	Effective:	Inactive:

CSU Transfer:	Effective:	Inactive:
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.

Analyze business forms, Field trip reports	Writing 30 - 60%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Oral reports and communication evaluations	Problem solving 10 - 30%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

None	Skill Demonstrations 0 - 0%

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