HORT 65 Course Outline as of Fall 2002

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	3.00	9	Lecture Scheduled	27.00
Minimum	1.50	Lab Scheduled	0	9	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	27.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 54.00 Total Student Learning Hours: 81.00

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 covers the fundamentals of professionalism appropriate to nursery, landscape, and other horticultural business operations. Topics include employer policies, dress and behavior on the job, counter sales skills, including telephone etiquette, office machine skills, safety rules and regulations, and fundamental business operation.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 or ESL 100.

Limits on Enrollment:

Schedule of Classes Information:
Description: Fundamentals of professionalism appropriate to nursery, landscape, and other horticultural business operations. Topics include employer policies, dress and behavior on the job, counter sales skills, telephone etiquette, and safety regulations. (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:

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:
Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:
Upon successful completion of this course the student will be able to:
1. Locate, 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. Choose 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. Implement strategies for dealing with difficult people and conflict.
9. Use email, voice mail, intercom, 2-way radio, cell phone and facsimile, and other communication equipment.
10. Deduce search topics and use the Internet for research on horticultural subjects.
11. Interpret and generate invoices, receipts, and other documents associated with horticultural products and services.
12. Operate a variety of office machines, including cash register, computer, adding machine, and credit card reader.
13. Calculate transactions and make change.
14. Interpret and apply OSHA rules and regulations.
15. Examine fundamental costs of business operation.

Topics and Scope:

1. Professionalism in the horticultural workplace

a. Employer's policies
b. Timeliness, tardiness, and absenteeism
c. Client relations and customer communication
d. Dress for the job
e. 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. Use of vehicles and equipment
g. Workplace ethics

2. Counter sales skills for 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

3. Office machine skills
a. Cash register operation and money handling
b. Credit card readers
c. Computer use
d. Adding machine

4. Safety rules and regulations
a. Employer training
b. OSHA

5. Fundamental business operation
a. Employer costs and expenses relative to employee tasks and performance
b. Wages, salaries, benefits
c. Supplies and materials
d. Overhead

Assignment:

1. Written exercises
2. Experiential skill development
3. Role Playing
4. Problem Sets

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.

Written homework, phone messages; invoices; scripts	Writing 5 - 15%

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

Homework problems, Quizzes, Exams	Problem solving 10 - 30%

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

Class performances, Performance exams, Role playing.	Skill Demonstrations 25 - 50%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items, Completion	Exams 25 - 50%

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

Role playing.	Other Category 10 - 20%

Representative Textbooks and Materials:
Instructor prepared handouts.