

Customer Service Information Sheet

1. **Program Name:** Interior Design

2. **Program Information:** Interior Design attempts to involve the student in all aspects of industries related to the building and furnishing of residential and commercial structures. Students learn how products are manufactured, how those products are sold to contractors and consumers, and how they are used on a job site. In addition students are given the necessary aesthetic skills needed to pursue post secondary training in the design field.

Students are able to develop business management skills by running an actual customer service operation. Concentration areas include the development of soft skills such as teamwork and ethics, which are a necessity in today's workplace.

3. **When and how does your program offer customer service:** Customer service is available to Interior Design students, TCTC staff members, and the general public. Most customer service involves the customer bringing the item to TCTC. These projects most often involve furniture refinishing and a work schedule is set up by the instructor.

Interior Design students also work in the school on various refurbishing assignments in labs and offices. Many staff members request jobs such as painting, chair upholstery, or furniture arrangement and students are given the opportunity to interact with staff members in a businesslike environment. All work assignments for the students are linked to the competencies required for certification in the program area.

4. **Customer Service Fees:** Cost of materials and supplies are the responsibility of the customer. An estimate is prepared for them before the job is started and often customers bring in their own supplies (paint, fabric) to be used. Students fill out a job sheet and that is signed by the customer. In addition, most customers make a donation to the program at the completion of a job.

Waived fees for work done for any community or non-profit organization are agreed upon by the program instructor and supervisor.

5. **What happens to the customer service fees:** Money from Customer Service goes into a Interior Design customer service account.