PowerPoint Presentations

As part of the Business Communications Course, students will be required to present two topics (subject matter to be assigned) orally, using Microsoft PowerPoint.

This assignment is intended to sharpen student's skills in the following competency areas:

- Research data, generate ideas and present information
- Give oral presentations confidently and comfortably
- Gain understanding of the assigned topic

Presentations guidelines are as follows:

- PowerPoint must be more than 5 slides (no maximum – use as many as you need to convey your topic)
- Total presentation length is expected to be between 10-20 minutes. If you feel you need more than 20 minutes, that is completely acceptable, but please let me know – the time allowed is just a guideline in order for me to lesson plan around your topic. Although I will be watching the clock, if you have fully explored and explained your topic in 9 minutes, this will be considered sufficient. If you find yourself short on material – expand your topic and do more research!
- Please prepare materials to hand out prior to your presentation in order for your fellow students to take notes. The topics you cover are part of the curriculum, and will be tested.
- Please leave time for questions or comments at the end of your presentation. Be prepared to entertain any that arise.
- The text is just a starting point. In order to achieve full marks, you MUST add to the material provided. Include current topics, such as:
  o The impact of technology on your topic
  o How does your topic appeal to/affect the different generations in the workplace
  o Do shifting Canadian demographics have an impact on your subject?
  o Recent news stories regarding your topic
  o Trends in business that pertain to your topic
  o Any others you feel relevant!
- You may add other presentation materials, for example handouts, brochures, pamphlets, that will assist you to convey your topic. They are not to be added extraneously, but in order to supplement your presentation. (example: If your topic was polling your customers, perhaps collect a customer survey card from a restaurant, or explain how to use the Survey Monkey website)
- Cite your sources – proper citations will be discussed in class prior to the first presentation

Students will be graded as follows:

Component	Criteria	Mark
PowerPoint	were slides clear, readable and coherent (did they make sense)	/2
Handout (s)	Do you have one?	/1
Research	Inclusion of material not in text or original source, and relevance to topic	/2
Questions	Ability to field the questions posed	/1
Pace and timing of delivery	did your topic flow nicely, information well organized	/1
Oral presentation skills	volume, speed, and ability to speak without reading the presentation	/2
Citation	Follow proper format	/1
		TOTAL /10

Topics and Presentation dates:

Name	Topic	Date
	Challenges of Customer Service (CS Ch 2)	March 2, 2022
	Problem Solving (CS Ch 3)	March 3, 2022
	Empowerment (CS Ch 5)	March 9, 2022
	Communications in Customer Service (CS Ch 6)	March 10, 2022
	Coping with Challenging Customers (CS Ch 7)	March 15, 2022
	Time Management (p 59-60 CS text)	March 17, 2022
	Leadership in Customer Service (CS Ch 9)	March 18, 2022
	Customer Retention and Measurement of Satisfaction (CS Ch 10)	March 21, 2022
	Technology and Customer Service (CS Ch 11)	March 22, 2022

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Handout (s)	Do you have one?	/1
Research	Inclusion of material not in text or original source, and relevance to topic	/2
Questions	Ability to field the questions posed	/1
Pace and timing of delivery	did your topic flow nicely, information well organized	/1
Oral presentation skills	volume, speed, and ability to speak without reading the presentation	/2
Citation	Follow proper format	/1
		TOTAL /10

Instructor Marking sheet:

Name: _____

Date of presentation:_____

Topic:_____

Comments:

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