

Workplace Readiness Skills for the Commonwealth

Grades 1 – 2

School

Professional Knowledge and Skills

17. **Customer Service:** Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service

Objective: The student will use classroom courtesies.

Activities:

1. Have children wait in line for pencil sharpener, water fountain, restrooms. Provide positive praise for compliance.
2. Have students deliver notes, lunch count, etc. throughout the school while demonstrating politeness and courtesy.
3. Set up turn taking situations in which children have to show patience and not interrupt during dialogue.

Objective: Student will identify workplace courtesies.

Activities:

1. Teach classroom greeter duties for the classroom.
2. Seek other in school opportunities to practice workplace courtesies.
3. Talk about workplace courtesies observed in various work environments. (For example: “Welcome to Wal-Mart”).