

Workplace Readiness Skills for the Commonwealth

Grades 1 – 2

Home

Professional Knowledge and Skills

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

Objective: Teach your child how to correctly answer the phone and door.

Activities:

1. Practice the skills needed to answer the phone using standard manners. Allow your child to answer the phone. Discuss what went well and what needs improvement.

2. Monitor your child as he or she answers the door and respond appropriately to the given situation.

Objective: Teach your child how to correctly answer the cell phone.

Activities:

1. Practice the skills needed to answer the cell phone using standard manners. Allow your child to answer the cell phone. Discuss what went well and what needs improvement.

2. Monitor your child as he or she answers the cell phone and respond appropriately to the given situation.