

Workplace Readiness Skills for the Commonwealth Grades 11 – Post High School

Professional Knowledge and Skills

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

Objective: Student will provide information using a positive attitude.

Activities:

1. Given scenarios, the students will role play positive and negative customer interactions.
2. Student will greet visitors at main door and direct or take them to desired location.