

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

Professional Knowledge and Skills

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

Objective: Student will observe positive and negative customer relations.

Activities:

1. Son/daughter will ask parents or friends about their positive and negative customer service experience. Son/Daughter will discuss their positive and negative experiences with parents.