

Workplace Readiness Skills for the Commonwealth Grades 3 – 5 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 treat others with kindness and respect.

Activities:

1. Student will participate in role play (e.g. giving directions, providing explanations, courteous interactions).
2. Student will take turns when playing games.
3. Student will demonstrate good sportsmanship.
4. Student participates in character counts activity.