

Workplace Readiness Skills for the Commonwealth Grades 3 – 5 Home

Professional Knowledge and Skills

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

Objective: The child will treat others with kindness and respect.

Activities:

1. Model saying “please” and “thank you”.
2. Participate in community volunteering opportunities.
3. When participating in fund-raising for school, church and community, reinforce courteous service.

Resources for Activities:

<http://discomaulvi.wordpress.com/2011/02/15/5-secrets-to-raising-a-courteous-well-mannered-child/>