

Workplace Readiness Skills for the Commonwealth

Grades 6 – 8

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 participate in class jobs and learn how to handle complaints.

Activities:

1. Assign jobs to students (e.g. gardener, electrician, data collector, mail person, police officer). Role play scenarios involving how to handle customer complaints.

Objective: Students will demonstrate appropriate school and work place etiquette and courtesy.

Activities:

1. Student will participate in mini-lesson on appropriate school and work place etiquette and courtesy.

2. Student will participate in role play scenarios in order to demonstrate etiquette and courtesy appropriate to the work place.

3. During school functions assign student with positions of host, greeter, usher etc. in order to demonstrate appropriate professional skills.

4. Use a positive reinforcement system to promote student use of language and behaviors appropriate to the school and work setting.