

# Workplace Readiness Skills for the Commonwealth

## Grades 6 – 8

### Home

#### Professional Knowledge and Skills

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

**Objective:** Child will complete chores that meet the needs of family members.

**Activities:**

1. Have child create a “coupon book” of various chores which address the needs of all family members after the child sees a model “coupon book” that is developed by the parent. Use the book.

**Objective:** Child will use manners and language appropriate to environment.

**Activities:**

1. Compliment your child when you hear them use positive language or manners.
2. Discuss real-life experiences when someone was rude to you and talk about ways the person should have acted.