

Workplace Readiness Skills for the Commonwealth Grades 9 – 10 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 demonstrate listening and responding skills.

Activities:

1. Role play customer service scenarios with peers and identify appropriate interactions.
2. Go on community outings to observe customer interaction.
3. Given a scenario that is inappropriate, students will identify ways in which interaction could have been more effective.
4. Type out two messages someone would leave on an answering machine. Ask the students to pair up and sit back-to-back. Give each student script, but make sure the neither student in a pair receives the same script. While the students sit back-to-back, the first student will give the information. The second student will have to write down all the necessary information needed to successfully call the person back. The second student will then read his script while the other student writes down necessary information.

Objective: Identify and develop active listening skills.

Activities:

1. Identify what active listening skills are and how to use them in school and the workplace.

2. Ask students to share personal stories of times when they needed someone to listen to them because they were happy, sad, angry or frustrated. Ask what made the other person a good or poor listener. Develop a class list of characteristics of a good listener and a poor one.

3. Ask someone to give a three- to five-minute speech to the class. Record the talk as she gives it. Instruct students to employ all their active listening skills during the talk and take notes about what the speaker says. After the presentation, have students take turns sharing what they heard and understood about the message. If different people heard different things, discuss why that happens. Ask the speaker to clarify which viewpoint was closer to the point she was trying to get across, or replay the speech and compare what was actually said to how others interpreted it.

4. Read several short scenarios such as, "Your boss asks you to get copy paper, staples, tape and whiteout from the supply room. You bring her staples, whiteout and copy paper. What did you forget?" or "You are the pilot of a Harrier jet. Your directions say to fly north 70 miles, veer southeast for 12 miles, then north for 17 miles and 38 miles east. How old is the pilot?" (Answer: You are the pilot. How old are you?). Let students mull over the questions and come up with an answer. Discuss how important it is to listen carefully for the little details. Noticing the small things and paying attention to nuances makes the difference between a casual hearer and an effective listener.