

Workplace Readiness Skills for the Commonwealth

Grades 9 – 10

Home

Professional Knowledge and Skills

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

Objective: Student will identify customer service qualities in the workplace.

Activities:

1. Son/daughter will model appropriate manners and communication skills.
2. Identify customer qualities and role play service scenarios.
3. Visit local stores and interact with customer service managers.
4. Interview customer service representatives in the community about desired qualities.
5. Identify examples of poor customer service in the following clip:
<http://youtu.be/lmFXThtn014>