

# Workplace Readiness Skills for the Commonwealth

## Pre-school – K

### School

#### Professional Knowledge and Skills

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

**Objective:** The student will identify their needs as customers in a store and list ways the store staff can be helpful in meeting these needs.

#### **Activities:**

1. When going through the school cafeteria ask students what help they need, ask who can meet their need, and encourage students to go to the appropriate person for help.
2. Discuss community helpers. List and discuss services provided by doctors, firemen, police men, etc. Give students a hypothetical situation (ex.: fell and got very hurt). Ask them who they would go to for help and what kind of help they might expect from that person.
3. Invite a school service provider with whom the student would likely interact to your classroom (e.g. school secretary, cafeteria worker, school nurse). Have this person explain their job to the students. Talk about when the student might need their service. Talk about how the provider's knowledge of his/her discipline allows him to provide good service. Have the provider tell students how he/she can help them while they are at school.