

Workplace Readiness Skills for the Commonwealth

Pre-school – K

Home

Professional Knowledge and Skills

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

Objective: The child will identify the needs of all customers and list ways these needs can be met by store staff. (Needs may include providing help, being courteous, and being knowledgeable about services.)

Activities:

1. Set up a 'store' in your home by saving old food boxes, using plastic toy foods, and other grocery items. Have child and parent play "store". Assign one person to be the clerk and one to be the customer. After playing, have a discussion. Ask the customer what he needed when he went to the store. Ask the clerk what he did to help the customer. Set up the play activity to add some of these variables: the store does not have the item you want; the store has the item but it costs more money than the customer has; the customer asks questions about the item before he buys it.
2. Have a discussion both before and after going to the grocery store. Talk about what help the parent may need from the store clerk. Talk about why people who work at the store must be knowledgeable about the store and the products. Talk about why store clerks should be helpful and kind. While at the store, parent can point out when the store workers were helpful and why their helpfulness was necessary. Also point out examples of their knowledge as they help you locate items, cut meat, or perform other services.
3. Role-play at home where one parent is the clerk, the other parent is the manager, and the child is the customer. The child comes to the store asking for an item. The clerk does not know enough about the store services to help the

customer. Have the child articulate what he needs. The store manager comes in to help where the clerk is not able to help.

Resources for Activities:

Toy food and empty food packages