

C15-L1		
Customer Service	Core Competency: C15	Level 1, Introductory
Understand what employers expect of employees		
Time to complete: 120 minutes		
<b>Objectives</b>	Upon completion of this lesson students will be able to: <ol style="list-style-type: none"> <li>1. Name at least five work skills valued by employers.</li> <li>2. Demonstrate appropriate customer service responses.</li> </ol>	
<b>Cross Competencies</b>	G41 Apply critical thinking skills G46 Describe how to work and communicate with diverse people at work and in the community to satisfy their expectations. G49 Provide constructive feedback G50 Negotiate solutions to conflicts G51 Demonstrate politeness and civility G52 Demonstrate an ability to adapt to people and situations G53 Exhibit work ethics and behaviors essential to success G55 Apply the problem solving process to complex problems G58 Demonstrate integrity and honesty in dealing with internal and external customers.	
<b>Core Standards</b>	Career and Vocational/Technical Education: Content Standard 2 Workplace Competencies: Content Standard 4	
<b>Resources</b>		
<b>Materials in Lesson Plan</b>	<b>Other Supplies Required</b>	<b>Supplemental Resources</b>
<ul style="list-style-type: none"> <li>• C15L1HO1 Customer Service</li> <li>• C15L1HO2 Workplace Basics</li> <li>• C15L1ACT1 Customer Service Practice</li> <li>• C15L1WS1 Star Search</li> <li>• C15L1WS1 Star Search Guide</li> <li>• C15L1WS2 Workplace Basics Puzzle</li> <li>• C15L1WS2 Workplace Basics Puzzle Key</li> </ul>	<ul style="list-style-type: none"> <li>• Flip Chart Paper</li> <li>• Blue, yellow, green, and red markers</li> </ul>	

MCA	Portfolio Project	Guest Speakers	Program of Work
Civic Engagement	Indian Education for All	Career Pathways	Competitive Events

<b>Suggested Instructional Approach</b>		<b>Notes</b>
<b>Introduction</b>	<p>Many students will be looking for their first job soon. It is important for them to understand the basic workplace competencies employers expect. For many students, their first job will be at a fast food restaurant or some other kind of job where they interact with customers (external customers), supervisors and other employees (internal customers). They will need the same kind of skills to interact with customers as they do with their fellow JMG students, teachers and others. Customer satisfaction, in many ways, is common courtesy and it is an important employee skill.</p>	
<b>Preparation</b>	<ul style="list-style-type: none"> <li>• Make copies of student handouts.</li> <li>• If you will be doing supplemental activities, make copies or arrange for the resource as needed.</li> </ul>	
	<ol style="list-style-type: none"> <li>1. Ask students to share information about their first jobs, paid or unpaid, outside of their family--could be mowing the lawn for a neighbor, babysitting, etc. What were the expectations of their employers? What surprised them about the employer's expectations?</li> <li>2. What kind of skills, besides the "how-to" of a particular job, are needed to be successful at a job?</li> <li>3. Distribute <u>C15L1HO1 Workplace Basics</u>. Review information with students. Make connections with the activities and expectations that students face in their everyday life.</li> <li>4. Distribute <u>C15L1HO1 Customer Service</u>. Refer to <u>C15L1ACT1 Customer Service Practice</u> activity instructions. <ol style="list-style-type: none"> <li>a. This activity asks for students to work in groups, and to do some peer evaluation. It is always good practice to assign groups rather than asking students to find partners; but particularly in this activity. Strategically partner students to provide a positive experience.</li> </ol> </li> <li>5. Review student responses to scenarios. What feedback did they give to each other when in the observer role?</li> <li>6. Discuss how to give positive feedback to each other, while being honest about areas that need improvement.</li> <li>7. Distribute <u>C15L1WS2 Workplace Basics Puzzle</u>. Review any vocabulary that has not been discussed previously; <u>C15L1WS2 Workplace Basics Puzzle key</u> provided.</li> <li>8. For further exploration of personality and how understanding ourselves can help us work with others use <u>C15L1WS1 Star Search</u> and <u>C15L1WS1 Star Search Guide</u>.</li> </ol>	
<b>Assessment</b>	Competition of activities	

<b>Supplemental Activities</b>	<ul style="list-style-type: none"><li>• Arrange for students to work at school retail or booster booths to gain customer service skills</li><li>• For a period of weeks, have students earn their JMG grade like they were at a job. Their points are based on the traits employers look for (timeliness, ability to finish a task, following directions)</li><li>• Brainstorm a list of ways that students can practice their customer service and basic employment skills. Which opportunities are available around the school for students to get real life practice?</li></ul>	
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