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Strategy Name: Effective Customer Service

Purpose/Objectives: Students will identify and understand the need for necessary customer service skills.

Materials Needed:

KWL
PowerPoint
Customer Service Scenarios

Process:

Step 1:

Students will complete a KWL chart to identify all prior knowledge of customer service. First, each student will complete the “K” (What you KNOW) column. As a class we will complete the “W” (What you WANT to know) column. At the end of the lesson the class will complete the “L” (What I LEARNED) column.

Step 2:

Have students brainstorm and give personal examples of customer service being used in positive and negative situations.

Step 3:

Discuss

- Skills needed for effective customer service and rationale
- Methods of delivering customer service

As a guide, use PowerPoint at

<http://www.bized.co.uk/educators/16-19/tourism/custservice/lesson/skills1.htm>

Step 4:

Students will be assigned a partner and will be given a description of a customer service scenario. Each group will take time and decide how to handle the situation and present the solution to the class. The class will determine if the group handled the situation correctly.

See sample customer service scenarios at:

<http://www.bized.co.uk/educators/16-19/tourism/custservice/activity/skills1.htm>

Step 5:

Complete the “L” (What I LEARNED) in the KWL chart.