

Lesson Plan

Company: McGriff Industries
Alison Schug, Resource Teacher
Cullman High School

Subject: Transition

Grade Level: 11

Topic: Customer Service Skills in the Workplace

Objectives:

Students will identify essential customer service skills.

Students will understand the need for customer service skills.

Students will work through scenarios dealing with service in practice.

Bell Ringer Activity to Introduce Lesson:

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.

Presenting the Lesson:

Discussion of workplace customer service.

Discuss different uses of customer service that is used at McGriff Industries.

PowerPoint Presentation- <http://www.bized.co.uk/educators/>

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.

Conclusion:

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