

Workplace Readiness Skill

Interpersonal Skills

Activity Sheet

Skill 8

Customer Service

Good customer service is one of the keys to keeping customers returning to a business and is a required skill for many employees. A large part of customer service is simply being nice, polite, and helpful to customers.

Description of Customer Service

Customer service is the assistance and advice provided by a company to those people who buy or use its products or services.

Ways to demonstrate customer service:

- Take a family member a glass of water because you notice they are getting hot working outside in the garden.
- Provide helpful, courteous, and knowledgeable assistance to a customer who cannot find an item in the store.

Menu of Activities

These activities are designed to help families discuss and practice customer service skills. Choose one or more activities to complete with your child.

Activity 1: The L.A.S.T. Method

1. Watch the YouTube video: [How to Give Great Customer Service: The L.A.S.T. Method](https://youtu.be/dnpMqQnt8WY) (youtu.be/dnpMqQnt8WY). This video will introduce you to the Listen, Apologize, Solve, and Thank (L.A.S.T.) method of providing customer service.
2. Take the [quiz](https://bit.ly/LAST-method_quiz) (bit.ly/LAST-method_quiz) for the L.A.S.T. Method.
3. Review the following video and discuss the examples they provide of both effective and ineffective customer service practices. Talk about the positives and negatives of each scenario. [Poor vs Great Customer Service](https://youtu.be/Zy1h49_L8ME) (youtu.be/Zy1h49_L8ME).

Activity 2: Take a Trip

To see customer service in action, plan a trip to a business in the community.

1. Together, decide where you want to go to see customer service in action. This can be a place you are already planning to go to, like the grocery store.
 2. Before going, tell your child that the goal is to see how employees provide customer service.
 3. While at the business:
 - Point out when you see an employee providing customer service.
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- Ask an employee a question like, “Where can I find the bread?”
4. After the visit:
- Rate the customer service experienced and observed at the store.
 - Ask your child questions like:
 - Were the employees nice? If so, how did you know? (Did they smile, ask you if they could help, say expressions such as “thank you” and “how are you today?”)
 - Were the employees able to help you get your needs met? (Was your order right, did you get your food on time, did they help you with a problem?)
 - Have your child tell you how it made them feel to have good or bad customer service.
 - Ask if your child is likely to return to that business because of the customer service experience.
 - Ask your child to list some reasons businesses need employees who can provide excellent customer service. For example: so customers return to them, and customers recommend their business to others.

Activity 3: Providing Customer Service at Dinner

1. Ask your child to help you with dinner. They can play the role of a waiter.
2. Have your child take drink and food orders from each person in the family – the “diners” at your restaurant. Have them practice what they will say with you, and make sure it shows good customer service skills.
3. Afterward, provide feedback on their customer service skills.
4. Another time, have you and another family member ‘serve’ your child. This time they get to be the customer. Have one person show good customer service and the other poor customer service.
5. Ask your child which they enjoyed more.

Reflection

Review the questions with your child and respond together after completing the activities.

- Did this information help your family better understand customer service?
- What was easy or hard about learning and practicing this skill?
- Why is this skill important to use at home and at work?
- How do we continue to practice this skill in the home and in the community?
- What additional information or resources do I need to continue to practice this skill with my child?