

NNWW SME Customer Service Lesson Outline

Objectives:

- To be able to identify the components of good customer service
- To be able to explain the benefits and limitations of good customer service
- To understand what it takes to be a good team member

Intro to Customer Service

- Definition of customer service (positive attitude, timely service, complete, clear and accurate information, support for their efforts)
- Who are customers (External and Internal)
- How to determine customer needs (Listen, Ask, Repeat, Inquire, and Present)
- How to turn complaints into opportunities (Don't take it personally, listen empathetically, use the customer's name, show respect, take ownership)
- How to be a good team member (know your own strengths and weaknesses, build trust, how appreciation, speak assertively, listen actively)

Starter Activity: Students are to attempt the starter activity answering the two questions relating to the lesson

Teaching (main activity): SME will show a PowerPoint that reviews the five areas above. After the PowerPoint, students are to complete the 'escape room' activities working in teams to answer questions related to customer service. The teacher will give each team the first activity card, and students are to return each one to the teacher before the teacher gives each group the next card. The first team to complete each activity about customer service on their clue card (total of 6 clue cards) is the "escape room" winner. HRPWA SME will show a PowerPoint with slides of each clue card and review the answers with the students. The last slide is a series of questions to gauge student understanding of the components of customer service.

Closing Activity: Students will stay in their teams and will select a customer service scenario where their team will need to have a discussion together to decide the best method for handling the situation presented to ensure that all parties involved would be satisfied. There are 6 scenarios total. Students are reminded to think of the various components of good customer service mentioned in the presentation as they work together to determine a resolution to the scenario their team received.

Success criteria (outcome): Students should be able to complete the range of activities that explore customer service and successfully answer questions related to the presentation at the end of the activities.