

Customer Service

Quality Customer Service

Total Time - Minutes

300

No.	Time In	Time Out	Teaching Activities	Student Activities	Week
1.	25	0	Facilitate	Class Introduction	#1
2.	25	0	Facilitate	"Tips for A Good School Year"	
3.	25	0	Facilitate	Establish rules of conduct	
4.	25	0	Facilitate	Vote on rules of conduct	
5.	25	0	Facilitate	Watch SNL "Nick Burns"	#2
6.	25	0	Facilitate	Watch "Careers for the 21st Century"	
7.	50	0	Facilitate	Discuss and present good and bad customer service experiences	
8.	50	0	Facilitate	Create a list of criteria that can be used to evaluate a business	#3
9.	50	50	Evaluate	Create a Secret Shopper Form for evaluating business.	
10.	0	100	Evaluate	Evaluate two businesses using the Secret Shopper Form.	

Customer Service

Dealing with Difficult People

Total Time - Minutes

200

No.	Time In	Time Out	Teaching Activities	Student Activities	Week
1.	50	0	Facilitate	Mini-True Color Workshop	Week #4
2.	25	0	Facilitate	Discuss Internal Vs External Customers	
3.	25	0	Facilitate	Watch "Dealing with Difficult People"	
4.	50	0	Facilitate	Practice the Skits Dealing With Difficult People	Week #5
5.	50	0	Evaluate	Perform the Dealing With Difficult People Skits	

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Telephone Support

Total Time - Minutes

200

No.	Time In	Time Out	Teaching Activities	Student Activities	Week
1.	50	0	Facilitate	Watch "Professional Telephone Skills"	Week #6
2.	25	0	Facilitate	Present "Providing Excellent Telephone Support" presentation	
3.	25	0	Facilitate	Create a call complaint scrip	
4.	100	50	Evaluate	Telephone Support Activity and Role Playing	Week #7