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**Activity**

Customer Service

MODULE 9: Leadership, Customer Service, and Personal Ethics

This **activity** was written for the Florida Public School System DIGITAL INFORMATION TECHNOLOGY (8207310) course. Funded by the Cyber/IT Pathways Program, Cyber Florida, and the Florida Department of Education.

# Module 9: Leadership, Customer Service, and Personal Ethics

## Activity: Customer Service

Students discuss (in small groups) the characteristics of quality and poor customer service, then present a summary to the class. The student writes a paragraph describing a positive customer service experience that they have had.

## Standards Assessed

* **10.01** Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and appropriate attire and grooming.

## Teacher Notes

Teachers can use the *Module 9 Leadership, Customer Service, and Personal Ethics presentation* to provide conceptual understanding of customer service. This two-part activity has a group discussion and summary, plus a written description of Customer Service.

Teachers can use whatever word processor software is available for the students. Use other online resources to help students learn the details of a specific product.

## Estimated Student Completion Time

* 45 minutes x 1-2 classes to complete the activity

## Activity Rubric

Consider evaluating the student’s work based on measures of quality. For example, with a maximum of 4 Points Possible, the following could be applied to the activity:

* **1 Point Earned** = ***Needs Improvement*** (the student work did not meet more than 50% of the requirements and did not follow instructions)
* **2 Points Earned** = ***Developing*** (the student met between 50% and 75% of the requirements and generally followed the instructions)
* **3 Points Earned** = ***Sufficient*** (the student met between 75% and 90% of the requirements and clearly followed instructions)
* **4 Points Earned** = ***Above Average*** (the student met > 90% of the requirements and followed all instructions)

Use the table below to make sure students cover all required elements in the assignment.

| **Required Elements** | **Possible Points** | **Points Earned** |
| --- | --- | --- |
| Customer Service Paragraph   * Includes a main idea sentence, 1-2 detail sentences, and a closing sentence * No spelling errors |  |  |
| **Total** |  |  |

# Activity: Customer Service

**Student Instructions**: Follow the instructions for Part 1 and Part 2.

**Part 1: Customer Service Discussion**

Students pair up for 15 minutes to discuss an experience where they observed quality and poor customer service and note the characteristics that the service provider demonstrated to make this a poor customer service experience.

After 15 minutes, each pair of students presents one of their experiences with quality customer service and identifies one characteristic from that experience to the class.

**Part 2: Customer Service Summary**

Customer service is something that we all expect and demand from the business that we patronize. The definition of quality customer service may vary from industry to industry, but several core principles are common to all business transactions.

Write one paragraph about quality customer service principles using Microsoft Word document or other word processor application compatible with .docx files. Include the following paragraph structure:

* Main idea sentence
* 1-2 details
* Closing sentence