Unit Title: Career Preparation – Customer Service 1 **Grade Level:** 12
Topic: Negative Customer Service **Lesson Sequence:**1 of 1

Lesson Objectives: Students will identify signs of negative customer service and calculate loss to a business.

EALR's Addressed: Writing: 2.2
Mathematics: 1.1, 5.3

Special Materials:

Special Preparations: Make copies of Activity 1 and Activity 2 handout. (Activity 3 is "extra")

Time	Activity	Procedures	Supplies
5 min	Attendance/ Distribute handouts	Have students complete Activity 1	Activity 1 and 2 Handout.
5 min	Discussion	Discuss student responses to Activity 1	
15 min	Read, Write, Discuss	Have students read Activity 2 and write their responses to the questions. After all students have responded, discuss their answers.	
5 min	Closure	Discuss: "Does negative customer service of employees impact the business? What are possible solutions?	
****	Extension Activity	Activity 3 would make a great activity to do with your class. You might want to keep it in mind if you have "extra" days.	