Unit Title: Career Preparation – Customer Service 2 **Grade Level:** 12
Topic: Positive Customer Service – First Contact **Lesson Sequence:** 1 of 1

Lesson Objectives: Students will identify signs of positive customer service using "rules" of first contact.

EALR's Addressed: Writing: 2.2
Reading: 2.1, 2.2

Special Materials:

Special Preparations: Make copies of handout.

Time	Activity	Procedures	Supplies
5 min	Attendance/ Distribute handouts	Have students complete Activity 1, brainstorm individually first, then share as a group.	Handouts
5 min	Discussion	As a group, create a set of "Rules of First Contact"	
10 min	Read, Write	Have students read Activity 2 (could be read aloud) and write their responses to the questions (careful, question d should take some time)	
10 min	Discussion/Closure	Discuss students responses to Activity 2, emphasize the long term impact to the business if the employee follows the rules of first contact.	