

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employability Skills Area: Customer Service**

**Assignment Name: Giving Good Service**

**Directions**: Customers like to spend their money where they get the best service. Imagine yourself as an employee in each of the situations below. Give examples of how you could give good service in each situation described:

1. Computer technician: A frustrated customer brings his broken computer in for repair. \_\_\_\_\_\_\_\_

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2. Nurse: A scared young patient comes in for a regularly scheduled allergy shot. \_\_\_\_\_\_\_\_\_\_\_\_\_

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3. Sales clerk: An obviously rushed shopper impatiently asks where the dressing room is.

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4. Waiter: A couple points out they have been waiting for their food for thirty minutes.

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5. Painter: A homeowner is uncertain what color he wants to paint his rooms. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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7. Policeman: A lost driver runs a stop sign and you pull him over. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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