

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

**Employability Skills Area: Customer Service**

**Assignment Name: Good Customer Service**

**Directions**: “Every job is a customer service job.” No matter how large or small the company, all employees at every level—from the CEO to the newly hired trainee—should try to make the customer’s experience a good one. Even those behind-the-scenes positions, where workers never see a customer, have an important service element. Consider these workers and describe how their service affects your personal life:

1. The person working the cash register in a grocery store. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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2. The bookkeeper who calculates the deductions for your paycheck. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. The farmer who transports fresh vegetables to you. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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4. The medical assistant who prepares the insurance forms so the doctor gets paid for your   
medical treatment. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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5. The security officer who protects you at big events. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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6. The cell phone technician who checks out your phone problem.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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