

Customer Service Digital Activity

What is customer service?

Why is customer service so important?

What are the 4 principles of customer service?

What are 16 skills needed for good customer service?

Excellent for a Marketing, School Store, or Entrepreneurship class



SAVE TIME! NO PREP!




'Hi I'm Denise, how can I help you?'

Students learn:

- ✓ What is Customer Service?
- ✓ Why is Customer Service Important?
- ✓ What are the 4 Principles of Customer Service?
- ✓ What are 16 skills needed for good Customer Service?
- ✓ Students ASSESS skills that they have that are good for Customer Service.

Customer Service Digital Activity

16 KEY CUSTOMER SERVICE SKILLS



In lists of customer service skills, things like 'being a people person' often take the spotlight. But being a people person isn't a skill — it's a trait — so it's not really actionable advice. You cannot develop the skill of being a people person, nor can you observe whether or not someone is a 'people person' in an interview...(usually)

SECTION 1

According to [this resource link](#), what service and why is it important?

There are FOUR key principles of customer service. Use [this resource link](#) to list each principle and explain the importance of that principle.

SECTION 2

| Customer Service Principle | Explanation of the principle |
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Where is a good place to start for consistently good customer service?

Use the same resource link to list and explain 16 skills needed for successful customer service.

SECTION 3

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| 16 | |

SECTION 4

SKILLS SELF ASSESSMENT

Place an (*) beside the skills that you feel YOU are good at. Place a (#) beside the skill or skills that you would like to work on developing.

What actions or activities might you be able to do to improve on one of the skills that you feel you could improve?

Includes a Teacher's Key!

NO PREP!

Great for a Sub Day or Remote Learning

Teacher Testimonials



I used this as a lesson in customer service for the students that run our school store. They completed this lesson before working in the store so they would have a base knowledge of customer service expectations. **Worked well!**



Great resource to incorporate into our customer service unit - sometimes my class just wanted to be given an activity and then left alone to work and listen to music. This is one of those resources, not a lot of explaining needed. Great for a sub day or half day.



I used this as part of my introduction to customer service and soft skills. My students **stayed engaged** and had **great discussions!**



This is a **fantastic lesson** that really gets **my students engaged**. It led to a lot of class discussions about good and bad customer service and how to handle many different types of customers. **I highly recommend this resource.**

Hi! My name is Denise Leigh. I have been teaching Business Education for over 25 years! I love collaborating with business educators all over the world. I am a 2022 Pennsylvania Teacher of the Year Finalist and relentless lifetime learner and lover of everything education. Engaging students and connecting them to their world is my jam! Thank you for exploring my resources and sharing my passion for BUSINESS EDUCATION!

Denise Leigh is an expert on student-led instruction. She was featured on CBS Pittsburgh for her City Collaborative™ Project-Based Business Education (PBL) Classroom.



'Hi I'm Denise, how can I help you?'