

Guideposts for Success: Lesson Plans and Activities

Developed by the Institute for Educational Leadership

LESSON 13: EXPLORING CUSTOMER SERVICE JOBS...IN THE COMMUNITY

AT-A-GLANCE

Many students' first jobs are in places where other students hang out...in the mall! This activity should take place in a mall, a shopping center, or an area where there are multiple customer service jobs. The activity will have students interacting with employees whose primary job is to provide customer service to the public.

Lesson

Discuss with participants the different types of jobs that could be found within their communities. What about types of jobs found in the local mall or shopping center? Let them know you will be visiting a local shopping center to interview people who work there. The "4 3 2 1" worksheet sets up an opportunity to provide quick, guided interviews in a mall-type setting. Students will work in teams to get to as many stores as possible.

Prior to venturing out, print out copies of the mall directory which can usually be found on line (if this not available online, you may need to visit the mall ahead of time to get a copy from the information desk). Each team should receive one mall map. Have students determine how the different stores will be divided amongst the students. Once stores have been selected, students should work together to plan their trip. Which store to visit first, second, etc., and why. Students will have no more than 30 minutes to complete this activity once you get there.

Ahead of time, reach out to the mall director to find out if he/she could provide an overview to students about all of the different types of jobs that are offered (including food court jobs, etc.).

After completing the activity, have students work with their partner to find a way to illustrate the similarities and differences between each of the jobs found in a mall setting.

What would be the upside for working in a mall environment? What would be the downside?

Extension

Ahead of time, contact the food court vendors or the mall manager to see if you can secure coupons for students participating in this experience to receive a free lunch at the mall.

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ACTIVITY 13.1 – (4 3 2 1): 4 VISITS • 3 QUESTIONS • 2 OBSERVATIONS • 1 APPLICATION

Hello. My name is _____ and I am exploring customer service jobs. May I ask you 3 quick questions?

1. What do you enjoy the most about your job?
2. What is the most difficult part of your job?
3. If you could give one piece of advice to someone who was thinking of applying here, what would it be?

[Smile] Thank you very much for your time. [Shake hands]

Store 1: _____ ENJOY THE MOST: MOST DIFFICULT: ADVICE:	Store 2: _____ ENJOY THE MOST: MOST DIFFICULT: ADVICE:
Store 3: _____ ENJOY THE MOST: MOST DIFFICULT: ADVICE:	Store 4: _____ ENJOY THE MOST: MOST DIFFICULT: ADVICE:

Observations: Think about the body language of the employees you met. Could you tell who most enjoyed their job? How could you tell? What else did you observe?

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Application: If you were going to apply for a job at one of the stores visited today, which store would it be? Why?