Objective

By the end of this lesson, the student will understand the key principles of customer service, including effective communication, problem-solving techniques, and the importance of empathy in customer interactions. They will also engage in practical activities to reinforce these concepts.

Materials and Prep

- Notebook and pen for taking notes
- Access to a quiet space for role-playing activities
- Timer (optional, can use a phone)
- Printed scenarios (can be created by the student)

Before the lesson, the student should think about their own experiences as a customer. They can jot down a few good and bad experiences to discuss during the lesson.

Activities

- **Customer Service Role Play**

  The student will pair up with a family member or friend to role-play different customer service scenarios. One person will act as the customer while the other plays the role of the customer service representative. They can switch roles after a few minutes.

- **Empathy Mapping**

  The student will create an empathy map for a fictional customer. They will identify what the customer thinks, feels, says, and does. This activity helps in understanding the customer's perspective and enhances empathy.

- **Problem-Solving Challenge**

  The student will be presented with common customer service problems (e.g., a product is defective, a service is delayed). They will brainstorm potential solutions and discuss the best approach to resolve these issues effectively.

- **Reflection and Discussion**

  After completing the activities, the student will reflect on what they learned about customer service. They can write down their thoughts and discuss them with a family member or friend.

Talking Points

- "Customer service is all about creating a positive experience for the customer. Think about how you feel when you receive great service!"
- "Effective communication is key in customer service. How can we ensure our message is clear?"
- "Empathy allows us to connect with customers. Can you remember a time when someone understood your feelings?"
- "Problem-solving is essential. What steps can we take to turn a negative experience into a positive one?"
- "Every interaction is an opportunity to build a relationship with the customer. How can we make each interaction memorable?"