



Expectations

What Am I Doing?

Objectives:

Help volunteers recognize examples of meeting customer interaction expectations

Duration: 15 minutes

Intended for: The Summer Teen Volunteers to demonstrate correct behavior expectations and give good customer service with practice and humor.

What you will need:

Behavior Cards

Jar or container

Volunteers

Instructions:

1. Divide teens into two teams.
2. Put behaviors with instructions in a jar.
3. Have teens pick a card and act according to the card.
4. Audience guesses which action they are demonstrating.
5. Teams are given points based on number of correct guesses to corresponding actions.

Variations:

Kick it off with a fun demonstration of behaviors and explain along the way.

Cleanliness

Over do

Smile

Over do

Smile

Do this well

Smile

Do poorly

Ask questions

Do poorly

Ask questions

Do well

Cleanliness

Do poorly

Cleanliness

Do well

Cleanliness

Over do

Smile

Over do

Ask questions

Do well

Eye Contact

Do well

Eye Contact

Do poorly

Eye Contact

Over do

Be welcoming

Over do

Be welcoming

Do well

Be welcoming

Do poorly

Use age appropriate language

Do poorly

Use age appropriate language

Do well

Use age appropriate language

Over Do

Be approachable

Over Do

Be approachable

Do Well

Be approachable

Do Poorly

Be excited

Do Poorly

Be excited

Do Well

Be friendly

Over Do

Be friendly

Do Poorly

Be friendly

Do Well