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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Level 1** | **Find & Use Information** | | | **Communicate Ideas & Information** | | | | **Understand & Use Numbers** | | | | **Use Digital Technology** | | | **Manage Learning** | **Engage With Others** |
| **Page** | **Activity** | **A1** | **A2** | **A3** | **B1** | **B2** | **B3** | **B4** | **C1** | **C2** | **C3** | **C4** | **D1** | **D2** | **D3** | **E** | **F** |
| 6 | Discuss information extracted from a video on bad customer service skills. |  |  | ⦁ | ⦁ |  |  |  |  |  |  |  |  |  |  |  | ⦁ |
| 6 | Define and document customer service characteristics. |  |  |  | ⦁ | ⦁ |  |  |  |  |  |  |  |  |  |  |  |
| 17 | Match appropriate responses with scenarios. | ⦁ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 21 | Brainstorm and document polite responses to customer service interactions. |  |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |
| 26 | Review and discuss a customer service policy. | ⦁ |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |  |
| 27 | Read warehouse storage guidelines and extract information to answer questions. | ⦁ |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |
| 28 | Fill in sample rain check. |  | ⦁ |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |
| 65 | Complete numeracy assessment using a variety of operations. |  |  |  |  |  |  |  | ⦁ | ⦁ | ⦁ | ⦁ |  |  |  |  |  |
| 66 | Round dollar amounts to nearest nickle to make change. |  |  |  |  |  |  |  | ⦁ |  |  |  |  |  |  |  |  |
| 72 | Read an MSDS sheet and extract information to answer questions. | ⦁ |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |
| 75 | Complete damaged merchandise document. | ⦁ |  |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |
| 80 | Complete AODA video training. |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 83 | Complete resume builder chart. |  |  |  |  | ⦁ | ⦁ |  |  |  |  |  |  |  |  |  |  |
|  | **Level 2** | **Find & Use Information** | | | **Communicate Ideas & Information** | | | | **Understand & Use Numbers** | | | | **Use Digital Technology** | | | **Manage Learning** | **Engage With Others** |
| **Page** | **Activity** | **A1** | **A2** | **A3** | **B1** | **B2** | **B3** | **B4** | **C1** | **C2** | **C3** | **C4** | **D1** | **D2** | **D3** | **E** | **F** |
| 9 | Use job bank website to research and document information about chosen occupation. |  | ⦁ |  |  | ⦁ |  |  |  |  |  |  |  | ⦁ |  |  |  |
| 12 | Use skills for success website to research skills required for work. |  | ⦁ |  |  | ⦁ |  |  |  |  |  |  |  | ⦁ |  |  |  |
| 31 | Write email to customer using proper email etiquette. |  |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |
| 32 | Use a schedule to compute time frames. |  |  |  |  |  |  |  |  | ⦁ |  |  |  |  |  |  |  |
| 37 | Discuss & analyze sales techniques experienced in everyday life. |  |  | ⦁ | ⦁ |  |  |  |  |  |  |  |  |  |  |  |  |
| 42 | Solve a multi-step common problem as a group. |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |  |
| 44 | Use internet browser to find and take stress indicator test. | ⦁ |  |  |  |  |  |  |  |  |  |  |  | ⦁ |  |  |  |
| 47 | Work as a group to complete a team work challenge. |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  | ⦁ |
| 55 | Use internet browser to research and document information about POS systems. | ⦁ |  |  |  | ⦁ |  |  |  |  |  |  |  | ⦁ |  |  |  |
| 67 | Complete retail transactions during role play, including making change and calculating totals. |  |  |  |  |  |  |  | ⦁ |  |  |  |  |  |  |  |  |
| 68 | Calculate tax and discounts on retail items. |  |  |  |  |  |  |  | ⦁ |  |  |  |  |  |  |  |  |
| 78 | Use internet browser to research continuous learning options. |  |  |  |  |  |  |  |  |  |  |  |  | ⦁ |  |  |  |
|  | **Level 3** | **Find & Use Information** | | | **Communicate Ideas & Information** | | | | **Understand & Use Numbers** | | | | **Use Digital Technology** | | | **Manage Learning** | **Engage With Others** |
| **Page** | **Activity** | **A1** | **A2** | **A3** | **B1** | **B2** | **B3** | **B4** | **C1** | **C2** | **C3** | **C4** | **D1** | **D2** | **D3** | **E** | **F** |
| 38 | Create and present sales pitch to sell group a product or service. |  |  |  | ⦁ |  |  | ⦁ |  |  |  |  |  |  |  |  | ⦁ |
| 86 | Answer practice job interview questions. |  |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |
| 88 | Write a cover letter |  |  |  |  | ⦁ |  |  |  |  |  |  |  |  |  |  |  |