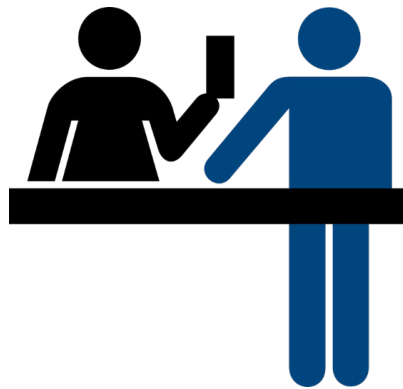


Get Set for Customer Service ANSWER KEY



Canada

EMPLOYMENT
ONTARIO

Ontario



SESSION 3



ACTIVITY

For each clue below, match the appropriate customer service representative response.

| Customer Clue | Response |
|---|----------|
| The customer is picking up every object in a display. He is comparing the items to each other. | B |
| A man is browsing and picking up items that are probably for a woman. | D |
| The customer walks to one display, looks at it briefly, and then begins to leave the store. | A |
| The customer keeps picking up and then putting down the same item. She seems unable to make a decision. | F |
| The customer walks in with a shopping bag from your store, walks to a display and begins looking for something. | C |
| The customer gets a shopping cart, pulls out a list and begins going up and down each aisle slowly. | E |

Customer service representative responses:

- A. I'm sorry you didn't find what you were looking for. Can I help?
- B. We just got those in, aren't they great?
- C. Can I help you with a return or exchange?
- D. Looks like you are considering a gift. Is it for a special occasion?
- E. Let me know if you need help finding anything.
- F. You seem undecided. Have you used that product before?



ACTIVITY

Read the warehouse storage guidelines below and answer the questions that follow.

| WAREHOUSE STORAGE GUIDELINES |
|--|
| <p>There are 5 main storage areas: refrigerated, frozen, cans and bottles, packages and boxes, and non-food items.</p> <ul style="list-style-type: none">• Fresh flowers are stored in the refrigerated area• Plants are stored with packages and boxes• All produce is stored in the refrigerated area• Personal care items are stored with non-food items• Foods with short-term expiration dates are stored with packages and boxes |

1. Where should you store a box with frozen chicken parts?

Frozen

2. Where should you store a box with bagels and muffins? The box has an expiration date 10 days from today's date.

With packages and boxes

3. Where should you store 3 boxes of plants?

With packages and boxes

4. Where should you store boxes of cleaner?

Non-food items



ACTIVITY

Fill in the rain check below using the following information:

The customer would like 3 five pound bags of Sunnydale Yukon gold potatoes. The regular price is \$2.99. The sale price is \$1.99.

| | |
|----------------|--|
| ABC Company | This rain check entitles you to purchase the item at the listed sale price when the item is back in stock. We apologize for any inconvenience. |
| Date: | January 15, 2023 |
| Item: | Five pond bag of Sunnydale Yukon gold potatoes |
| Quantity: | 3 |
| Regular Price: | \$2.99 |
| Sale Price: | \$1.99 |
| Authorized by: | Janet Smith |



ACTIVITY

Review the schedule below and answer the questions that follow.

1. Who is responsible for salad prep on this schedule?

Candice

2. How many hours will Sally work this week?

14 hours

3. How many dishwashers are there on this schedule?

5

4. What shift does the veg prep person work during this schedule?

7-3

5. On Saturday, what shift does Lupe work?

10-6

6. In total, how many hours does Lynn work during this week?

40

| KITCHEN SCHEDULE | | | | | | | | |
|--------------------|----------|------------|------------|-------------|---------|------------|------------|------------|
| WEEK OF | | | | | | | | |
| POSITION | NAME | MON | TUES | WED | THURS | FRI | SAT | SUN |
| Baker | Ngomi | | 6:30-3 | 7-3 | 6:30-3 | 7-3 | 6:30-3 | |
| Grill cook | Sandra | 7-3 | 7-3 | 7-3 | | | 7-3 | 7-3 |
| Grill cook | Alphonse | 5-12pm | 5-12pm | 5-12pm | 4-12pm | | | 12-9pm |
| Grill/veg prep | Harry | | | 6:30-3 (vp) | 7-4 (G) | 7-3(G) | 6-3 (call) | 6-3 (call) |
| Veg prep | Vinh | 7-3 | 7-3 | | | 7-3 | 7-3 | 7-3 |
| Salad prep | Candice | | | 7-3 | 7-3 | 7-3 | 7-3 | 7-3 |
| Saucier | Peter | 7-3 | 6:30-3 | 7-3 | 6:30-3 | | | 7-3 |
| Lounge cook | Lupe | | | 10-6 | 10-6 | 10-6 | 10-6 | 10-6 |
| Lounge cook | Fred | 10-6 | 10-6 | 6-12pm | 6-12pm | 6-12pm | | |
| Lounge cook | Sylvia | 6-12pm | 6-12pm | | | 6-12pm | 6-12pm | 6-12pm |
| Appetizers | Sally | 5-12pm | | | | 5-12pm | | |
| Appetizers | Meredith | | | 5-12pm | | | 5-12pm | |
| Appetizers | Walter | | 5-12pm | | 5-12pm | | | |
| Salads/ Appetizers | Alexis | 3-11pm (S) | 3-11pm (S) | | | 3-11pm (A) | 3-11pm (A) | 3-11pm (S) |
| Salads | Marcus | 5-12pm | 5-12pm | 3-11pm | 3-11pm | | | 5-12pm |
| Dishwasher | Meilin | 6-12pm | 6-12pm | 6-12pm | 6-12pm | | | 6-12pm |
| Dishwasher | Susan | | | | | 6-12pm | 6-12pm | |
| Dishwasher | Andrei | | | | | 6-12pm | 6-12pm | |
| Dishwasher | Lynn | 10-6 | 10-6 | 10-6 | 10-6 | 10-6 | | |
| Dishwasher | James | | | | | | 10-6 | 10-6 |

SESSION 7



ACTIVITY

Read the scenarios below and decide if the employees need to use numeracy skills to complete a task.

Scenario 1: Tammy is a receptionist at a busy dental office. She likes to arrive 10 minutes before her shifts starts. Her shift starts at 8:00am. It usually takes her 30 minutes to drive to work. Tomorrow she has to take the bus to work because her car is in the shop. The bus stop is a 5 minute walk from her home. The bus trip will take 45 minutes. Tammy has to decide what time to leave her home in the morning.

Does Tammy need to use numeracy skills to complete this task?

YES

Scenario 2: John works in a gift shop. Today he has to wrap 6 gifts using red ribbon. He needs 2 feet of ribbon for each gift. A roll of red ribbon is 12 feet. John needs to decide how many rolls of ribbon he will need.

Does John need to use numeracy skills to complete this task?

YES

Scenario 3: Oscar is an office assistant at a large hotel chain. His supervisor wants him to make 50 copies of a report. The report is 12 pages long. The paper tray in the photocopier holds 500 sheets of paper. Oscar needs to decide if he will need to refill the paper tray to finish the job.

Does Oscar need to use numeracy skills to complete this task?

YES

Complete the activities on the following page WITHOUT A CALCULATOR. This will help you determine whether or not you need to upgrade your basic numeracy skills.

1. Susan spent 3 hours in class on Monday. She spent 4 hours in class on Tuesday. She spent 6 hours in class on Thursday. How many hours did she spend in class altogether?

2. David was doing inventory. He counted 79 basketballs. The last time he did inventory there were 104 basketballs. How many basketballs have been sold since the last time David did inventory?

25

3. The blood donor clinic had a 15-day sign up period. Each day, 25 people signed up to donate blood. How many people signed up in all?

375

4. Jim Simmons makes \$7,680 a year at his part-time job. He gets paid by the month. How much does he make each month?

640

5. There are 542 patients admitted in the hospital. There are 302 female patients. How many patients are male?

240

6. Maria earned \$22,984 last year. She spent \$19,487 on taxes, rent, food, and other things. She saved the rest of the money. How much did she save?

\$3,497

7. Doug pays \$61 every month for health insurance. How much does he pay in a year?

\$732

8. On Saturday, Pam had to do her week's shopping. She spent \$58.87 at the grocery store, \$13.62 at the hardware store, \$7.52 at the drugstore, \$18.35 at the department store, and \$48.44 at the shoe store. How much did she spend altogether?

\$146.80

9. Alex jogs 6 kilometers an hour. He jogged 36 kilometers last week. How many hours did he jog?

6



ACTIVITY

Practice rounding the total cash payment amounts below.

1. \$3.56 \$3.55
2. \$27.87 \$27.85
3. \$84.39 \$84.40
4. \$2.02 \$2.00
5. \$114.53 \$114.55
6. \$16.66 \$16.65



ACTIVITY

Practice calculating tax by completing the questions below.

Before Tax

\$12.97 x 1.13

\$3.49

\$0.88

\$54.99

\$199.99

\$22.66

After Tax

\$14.66

\$3.94

\$0.99

\$62.14

\$225.99

\$25.61



ACTIVITY

Read the document on the following page. As you read, highlight important or misunderstood information. Answer the questions below about the document.

1. What product is the MSDS for?
Chlorine
2. What is the name of the company who supplies the product?
Chempro Distributing
3. What is the hazardous ingredient?
Chlorine
4. What is the product used for?
Pulp bleaching, water treatment, manufacture of plastics, organic and inorganic chlorides, refrigerants, pharmaceuticals.



ACTIVITY

Read the scenario below and fill in the form as if you are an employee of Tiger Mart.

Scenario: You are an employee of Tiger Mart. Your employee number is 65487. A customer has returned a toaster (model # 4592) because it doesn't work. You have inspected the toaster and determined that the power cord is damaged and one of the coils is missing. The toaster was made by Toasters R'Us. It was purchased on June 2, 2023 and returned on June 4, 2023.

| Tiger Mart Damaged and Defective Product Form | |
|--|------------------------|
| Product Name: toaster | Product #: 4592 |
| Manufacturer: Toasters R'Us | |
| Date of purchase: June 2, 2023 | |
| Date of return: June 4, 2023 | |

Reason for return (check all boxes that apply, and give specific details)

☒ **Damaged**

Comments: power cord is damaged

☒ **Missing part(s)**

Comments: 1 coil

☐ **Defective Part(s)**

Comments: