

	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.								•								

[illegible]