

Chapter 8

Lesson Plan 3: Greeting a Customer

Lesson 1:		
Time	Instructions	Materials Needed
1 hour		
Learning Objectives	TLW demonstrate how to greet a guest by reading and practicing the scripts.	Pg. 1 content
Activities	<ol style="list-style-type: none">1. Have the student read through the scripts.2. Using the paper, have the instructor be the “guest” and the student the “Juce Guru”.3. Practice the scripts until the student can get the main points across.	Workbook/content
Wrap Up/ Reflection	<ol style="list-style-type: none">4. Discuss some of the challenges and opportunities presented by the scripts.	Write in workbook
Assessment	Demonstrate: Student is graded on a 1-5 scale based on their ability to complete the scripts.	Quiz
Notes & Check for Understanding		