Introduction to Careers in Hospitality and Tourism

Unit 3 - Skills Needed for Customer Service

**Formative Assessment**

**My Work Skills for Customer Service PowerPoint**

Design a PowerPoint presentation that highlights your personality traits, interests, abilities for a career in customer service. Follow the guidelines and provide all information necessary to highlight your skills for great customer service!

Slide 1. Introduce yourself. Include a present photo.

Slide 2. Highlight four of your personality traits that are desirable in a career in customer service. Explain how these traits are strengths and how you will benefit from them.

Slide 3. Showcase your interests. Two examples of each: People, Data and Things

Slide 4. Highlight two careers from your Career Information Assessment Inventory/ Missouri Connections. For each career include education required and starting salary. Determine if customer service is a component in each and provide an example. (HINT: customer service is a requirement of almost every job!)

Slide 5. Highlight three (3) of each of your: aptitudes, abilities, and values. Provide an example of how these will help you in a position requiring customer service.

Slide 6. Choose a career from Slide 4. What are the expectations for your appearance and uniform for that career? Use a photo or graphic to represent the expectations.

Slide 7. Highlight the value of communication in customer service by providing one example of nonverbal and verbal communication. Be sure to include why being a good listener is important.

Slide 8. Sum it up! How are my personality traits, interests and abilities preparing me for a career in customer service?