

# Careers in Action

## Summer Teacher Internship/Lesson Plan Writing Project

This lesson has been endorsed by Julian Mendez, Operators Manager, Digital Office Systems

Roberto Liguez	Auto Technology	June 4-June 21, 2007
<b>Teacher's Name</b>	<b>Course/Subject</b>	<b>Date(s)/Time</b>

<b>Content</b>	<b>Objective(s)</b>	<b>Career Concentration(s)</b>	
	TLW demonstrate how to provide proper customer service using the 3 C's (Complaint, Cause, Correction) when filling out repair orders by using teacher generated form.	<input type="checkbox"/> Agricultural Science <input type="checkbox"/> Art, Communications & Media <input type="checkbox"/> Business & Marketing <input type="checkbox"/> Health Science Technology	<input checked="" type="checkbox"/> Human Dev., Management & Services <input checked="" type="checkbox"/> Industrial and Engineering <input type="checkbox"/> Personal and Protective Services
	TEKS Reference: 125.5 1c,2a,2b,2c,2d TAKS Reference:		

<b>Process</b>	<b>Focus/Anticipatory Set</b>	<b>Bloom's Taxonomy in Lesson</b>	<b>Multiple Intelligences</b>	<b>SCANS</b>							
	Ask the students to think of a time that they had to repair something and have them recall what steps were taken to repair the item. Then point out their complaint of the problem, the cause of the problem and the correction to fix the problem.			<input checked="" type="checkbox"/> Knowledge <input type="checkbox"/> Comprehension <input checked="" type="checkbox"/> Application	<input checked="" type="checkbox"/> Linguistic <input type="checkbox"/> Logical/Math <input type="checkbox"/> Musical <input type="checkbox"/> Spatial	<b>Foundation</b>					
	<b>Relevance/Connection to Workplace</b>	<input checked="" type="checkbox"/> Analysis <input checked="" type="checkbox"/> Synthesis <input checked="" type="checkbox"/> Evaluation	<input checked="" type="checkbox"/> Bodily-Kinesthetic <input checked="" type="checkbox"/> Intrapersonal <input checked="" type="checkbox"/> Interpersonal <input type="checkbox"/> Naturalist	<b>Competencies</b>							
	At Digital Office Systems the service department receives the customers complaint and the complaint is dispatched to the technician. The 3 C's assists the technician in determining the customer's concern, the service department expedite the concern and fulfill a customers needs.										

<b>Process</b>	<b>Instructional Methodology (Activities)</b>	<b>Instructional Material(s)</b>
	<input checked="" type="checkbox"/> Lecture <input checked="" type="checkbox"/> Teacher Modeling <input type="checkbox"/> Media Presentation <input checked="" type="checkbox"/> Small Group <input checked="" type="checkbox"/> Class/Group Discussion <input checked="" type="checkbox"/> Question/Answer <input checked="" type="checkbox"/> Guided Practice <input checked="" type="checkbox"/> Independent Practice	Handout #1 Blank work order and Handout #2 filled out repair order. Handout #3 The 3C's description.

<b>Process</b>	<b>Detail(s) of Instructional Methodology (Activities)</b>	<b>Materials/Resources</b>
	The teacher will explain each "C" and how important it is for the customer to feel acknowledged, understood and helped using (handout #3). The teacher will demonstrate the proper way of filling out a repair order with the 3 C's (handouts #1& #2). Student will be assigned a designated customer concern and fill out a repair order using the 3 C's (handout #1) The student will then discuss their customers concern, cause of the concern and correction to fix the concern with their peers. The teacher and students will evaluate the repair orders.	Handout #1 Blank repair order and Handout #2 filled out repair order. Handout #3 The 3C's sample.

<b>Process</b>	<b>Use of Technology</b>
	Overhead projector.

<b>Accommodations</b>
follow modifications for special education students and Lep students.

<b>Product</b>	<b>Assessment</b>	<b>Bloom's Taxonomy in Assessment</b>
	<input type="checkbox"/> Teacher Evaluation <input type="checkbox"/> Employer Evaluation <input type="checkbox"/> Test/Quiz <input type="checkbox"/> Peer/Self Evaluation <input checked="" type="checkbox"/> Written/Oral Presentation <input type="checkbox"/> Others; _____	<input checked="" type="checkbox"/> Knowledge <input checked="" type="checkbox"/> Comprehension <input checked="" type="checkbox"/> Application <input checked="" type="checkbox"/> Analysis <input checked="" type="checkbox"/> Synthesis <input checked="" type="checkbox"/> Evaluation

<b>Product</b>	<b>Reteach Activity/Homework</b>	<b>Lesson Closure</b>
	Homework: Have students fill out a blank repair order using the 3 C's.	Ask students to orally define the 3C's and discuss whether this will help them to understand customers concerns in a more effective and timely manner.