

# LESSON PLAN

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<b>CLASS:</b>	<b>MF150 - Principles of Safety</b>
<b>UNIT:</b>	<b>ELEVEN</b>
<b>GOALS:</b>	Identify the types of internal & external customers.
	Compare the needso f internal & external customers.

	<b>ACTIVITY</b>	<b>MATERIALS</b>	<b>NOTES</b>
1	Meeting Customer Needs	Meeting Customer Needs.ppt	
2		Text Chapter 7, p.164-179	
3			
4	Providing Exc. Cust. Service	Application 7-1, 9. 99-100	Handout
5			
6	Review Questions 2,3,5,7	Text, P. 178	
7			
8	Rev. ALL Cert Test Prep Q's	Text, p. 179	
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<b>ASSESSMENT</b>		
No on-line Quiz		
<b>HOMEWORK</b>		<b>NOTES</b>
Read Chapter 4.1	Text, p. 94-120	
Answer Questions 1,3,4	Text, p. 102	